

DELIVERY CONFORMANCE GUIDELINE MANUAL - INTERNATIONAL SUPPLIERS (IMPORT)

Clothing, Footwear & Accessories Only

This manual applies to the following divisions:

- Foschini Brands
- The Fix
- Donna
- Exact
- Markham/ Fabiani/ G-Star/ Soda Bloc
- Sports Division (Due South/ Sportscene/ Totalsports)
- Jet

This Delivery Guideline Manual replaces all previous Delivery Guideline Manuals published prior to July 2022.

For further information or any clarification on any procedural matter, please contact Delivery Conformance Office:

Email: deliveryconformance@tfg.co.za

TS
TOTALSPORTS

DUESOUTH
BE AN OUTSIDER

sportscene

Jet

FOSCHINI

Fabiani.

THE FIX

G-STAR RAW

donna

EXACT

MARKHAM

CHARLES & KEITH
FOOTWEAR AND ACCESSORIES

@home, @homelivingspace, American Swiss, Archive, Colette, Donna, Duesouth Escapes, Exact, Fabiani, The FIX, Foschini, Galaxy & Co, G-Star Raw, *hi*, Jet, Markham, Relay Jeans, RFO, Sneaker Factory, SODA Bloc, Sportscene, Sterns, Totalsports

Foschini Retail Group (Pty) Ltd. 1988/007302/07

DIRECTORS: A E Thunström (C.E.O.), B Ntuli (C.F.O.), S A Baird, J L Fisher, D B Gedye, S E Morley, G S Naidoo

Company Secretary: D van Rooyen

An authorised financial services provider and registered credit provider NCRCP 36

Stanley Lewis Centre
340 Voortrekker Road
Parow East 7500 RSA

PO Box 6020
Parow East 7501 RSA

Tel: 021 938 1911

www.tfg.co.za

1. INTRODUCTION

In order to achieve the speed to market and operational efficiencies, TFG relies on the co-operation of our suppliers to deliver their merchandise into our distribution centres according to TFG standards and procedures.

Upon accepting a purchase order, all suppliers agree to deliver according to TFG regulations detailed in the manual. This manual will detail TFG delivery guidelines and assist in the execution of perfect deliveries into TFG Distribution Centres (DCs); therefore, it is the suppliers' responsibility to ensure all information is reviewed thoroughly and that all delivery requirements adhered to for each and every TFG purchase order.

Delivery Conformance is the measurement of a suppliers' performance based on the delivery of their stock into the DC according to TFG requirements below:

- **Order Bookings (not applicable to International Suppliers)**
- **Carton Information**
- **Carton Specification**
- **Carton Packing**
- **Invoice & ASN Accuracy**
- **Ticketing**
- **Product Quality**

If any of the above requirements are not met, suppliers will be marked for non-conformance and also attract monetary penalties to recover costs incurred by DCs. Delivery conformance reports are published on a weekly basis detailing performance for orders delivered into TFG DCs. There is also a consolidated delivery conformance report at the end of each month detailing performance on orders delivered for that particular month. The monthly delivery conformance score obtained feeds into the supplier's scorecard and contributes 20% towards supplier's final score.

NB: It is imperative that suppliers notify TFG of any changes in contact details by emailing DeliveryConformance@tfg.co.za to ensure reports are published to correct details.

This particular manual is only relevant to suppliers for the following trading divisions:

- **Foschini Brands**
- **The Fix**
- **Exact**
- **Markham/ Fabiani/ G-Star/ Soda Bloc**
- **Sports Division (Due South/ Sportscene/ Totalsports)**
- **Jet**

A local supplier is defined as those suppliers who deliver directly into the relevant TFG DC.

International suppliers are those suppliers who deliver to the TFG's nominated freight forwarder.

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Ideally, this manual is to be used by the following people, and will therefore be the responsibility of the Managing Director to ensure a copy is distributed to each area of their business:

- **Merchandise Manager**
- **Production Engineer/Technologist**
- **Quality Manager**
- **Dispatch Manager**

For further information or any clarification on any procedural matter, please contact deliveryconformance@tfq.co.za

This Delivery Guideline Manual replaces all previous Delivery Guideline Manuals.

2. PURCHASE ORDERS

A TFG purchase order will advise the supplier of the final merchandise requirements. Please note that all purchase orders across the TFG Trading Divisions will look identical and contain key information.

Should there be any changes in the purchase order agreed with the merchandise teams, please request an updated purchase order from the relevant buyer or merchandise team

When reviewing a Purchase Order from TFG, please take note of the following key details:

- TFG standard terms and conditions available at www.tfq.co.za
- Delivery window details
- Additional charges or allowances that make up the total cost of product

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An example of the new purchase order has been provided below:

TFG APPAREL SUPPLY COMPANY (PROPRIETARY) LIMITED (Company Registration No. 1982/011894/07) (VAT registration No. 4640254092)								
(Herein represented by		FOSCHINI		)				
340 VOORTREKKER ROAD PAROW EAST CAPE TOWN. 7500 REPUBLIC OF SOUTH AFRICA Telephone Number : (021) 918 - 7911 Fax : (021) 938 1659		P.O.BOX 6020 PAROW EAST CAPE TOWN. 7501 REPUBLIC OF SOUTH AFRICA						
PURCHASE ORDER DETAIL								
Order Number :	527232	Version No: 4	Currency :	USD				
Buyer Name :	Cheryl Dorrington	Amendment Date :	18-Jun-2014					
Order Date :	11-Mar-2014	Amendment Reason :	TRD UNITS CHG : TRADING CONDITIONS					
SUPPLIER DETAILS								
ARCADIA GROUP (HONG KONG) LIMITED UNIT 3508 MANHATTAN PLACE, 23 WANG TAI ROAD, HONG KONG KOWLOON		Telephone Number :	(852) 23011838					
		Fax :	(852) 23011935					
		Commission :	\$564.00					
		Settlement Terms :	00.00%					
Payment Terms : Within 14 days of receipt of copy of Bill of lading, commercial invoice and packing instructions.								
DELIVERY DETAIL								
Leftic DC, LEFIC CENTRE, 342 VOORTREKKER ROAD, PAROW EAST WESTERN CAPE, 7501		Freight Forwarder Hand Over Date :	03-Jul-2014 to 10-Jul-2014					
		Ship Date :	13-Jul-2014					
		TFG DC Delivery Date(s) :	19-Aug-2014 to 21-Aug-2014					
Telephone Number :	(021) 9187911	Ship Point :	SHANGHAI					
PIS Date :	05-Sep-2014	Packing Instructions :	Covered with individual polythene bag. Pack flat with no hangers. Affix Price Tickets					
SHIPPING DETAILS								
Transport Method :	SEA FREIGHT	Freight Terms :	FREE ON BOARD					
PRODUCT DETAIL								
Product Number :	54641354	Total Unit Quantity :	500					
Description :	WHITE ESSENTIAL WIDE LEG LINEN PANT	Unit Supplier Cost :	7.05 USD					
Supplier Ref Number :	107078/001	Total Supplier Cost :	3,525.00 USD					
Tariff Code :	620469000 - Trousers/Lds/gOtherTextWov	Unit Landed Cost :	127.42 ZAR					
Country of Origin :	CHINA	Total Landed Cost :	63,710.00 ZAR					
Supplier Colour :	WHITE	Unit Retail :	399.00 ZAR					
Commodity :	5115 - Casual Pants							
Fabric :	LINEN	Ticket :	Ticket Type 8					
Wash Care Instr :	10 H	Swing Ticket :	NEWS					
Story :	ITEM	Colour on Ticket :	WHITES					
Sew-In Label :	NEWS ENDFLD	Fabric Content :	55%LINEN45%COTTON					
SKU	54641355	54641356	54641357	54641358	54641359	54641360	54641361	54641362
SKU SIZE	8	8	10	12	14	16	18	20
SKU QTY	25	45	85	100	100	80	40	25
SKU PERC	8%	9%	17%	20%	20%	18%	9%	6%

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3. HANDOVER TO FREIGHT FORWARDER PROCESS

The shipment date (specified as “**Shipment Date**” on the Purchase Order) stipulates the date within the shipment window (Shipment window runs from Monday to Sunday) that an order can ship to South Africa.

NB: There is no longer a shipment window week after the shipment date/week.

Supplier needs to contact the nominated forwarder **7-10 days** (in **off-peak** period i.e.

December of current year to July of the following year) or **14-21 days** (in **peak periods i.e. August -November**) prior to the stipulated shipment date.

At least 48 hours prior to handing over order to a TFG nominated Freight Forwarder, an Advance Shipping Notification (ASN) must be submitted to relevant TFG Distribution Centre. ASN Guidelines and an excel version of the ASN can be downloaded from the **supplier support website**: <http://www.suppliers-tfglimited.co.za>

NB: An ASN can only be submitted ONCE therefore supplier needs to ensure all details on ASN are correct.

3.1 ASN SUBMISSIONS AND DELIVERY BOOKINGS

DC NAME	EMAIL ADDRESS FOR ASN	EMAIL ADDRESS FOR BOOKING
Lefic DC	ASN-FOSCHINI-LEF@tfq.co.za	REC-FOSLEF@tfq.co.za
N'dabeni DC - Exact/ Markham/ Soda Bloc	ASN-NDA@foschini.co.za	REC-NDA@tfq.co.za
N'dabeni DC - Sport	ASNDCSports@tfq.co.za	REC-Sports@tfq.co.za
Midrand DC - Footwear	ASN-FOSCHINI-TYG@foschini.co.za	REC-FOSTYG@tfq.co.za
Tygerberg DC - @Home	ASN-HOME@tfq.co.za	REC-HOME@tfq.co.za
Assegaa DC	ASN-LIVINGSPACE@tfq.co.za	REC-LIVINGSPACE@tfq.co.za
Midrand DC	ASN-LIVINGSPACE@tfq.co.za	REC-LIVINGSPACE@tfq.co.za
Jet DC	asndbn@tfq.co.za	asndbn@tfq.co.za

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4. MERCHANDISE PREPARATION

It is our DC's goal to process merchandise to stores quickly and efficiently. To support this goal, the Foschini group requires that merchandise is prepared and packed according to certain specifications. Suppliers are required to adhere to these instructions when preparing and packing merchandise.

4.1 TICKETING

It is essential that the suppliers read these instructions, in conjunction with **the Quality Assurance Department Supplier Manual**, for instructions on how to affix price tickets.

4.2 PRICE/SKU TICKETS

The supplier is required to pay for the printing and handling charges of all price tickets and labels applicable to their particular merchandise. The cost of these price tickets and labels is built into the cost of the garment as negotiated with the relevant merchandise buying team, and therefore there is no additional cost to the supplier.

After an order has been confirmed by the supplier and the Buyer, the relevant Proforma Invoice sheet is sent to each supplier stating the order number.

Ticket information is then extracted into a spreadsheet, detailing relevant order number, product number and description. The spreadsheet will also give the UPC (Barcode number), size and amount of tickets that needs to be printed by the supplier.

International suppliers will be required to print their own labels.

4.3 PRODUCT LABELLING

All tickets received for attachment must be inspected and verified in detail against the Purchase order details.

- The tickets must be attached to the garments as per the purchase order instructions and the **Quality Assurance Manual**.
- All merchandise must be correctly ticketed before despatch to the Distribution Centre.
- Under no circumstances may tickets be substituted over orders or SKU's
- The tickets must match the details in the Purchase order and the product to which they are attached.
- All tickets must be clearly visible after the merchandise has been packaged.

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4.4 PRODUCT PACKAGING

Each item must be **individually** packed in **clear two (2) mils polyethylene bags (20 micron)**, with the following warning printed on the front side each bag:

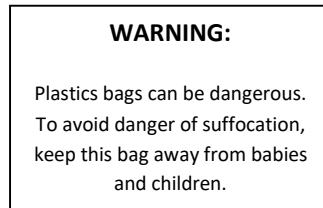


Figure 2: Printing required on each bag

- 5mm punched holes required on all 4 edges of polybag, to allow for ventilation.

Items must be folded in the bag, so that the **price ticket** with its SKU information is visible, see below:



Certain **accessories** need to be pre-packed as indicated by the purchase order. The supplier is responsible to ensure that this is done **prior to arrival** of order at the DC.

4.5 CARTON PACKING INSTRUCTIONS

4.5.1 CARTON PACKING FOR CLOTHING AND ACCESSORIES

All TFG merchandise must be packed in solid sizes i.e. **NO mixed sizes in a carton.**

All merchandise is to be packed in **uniform flat cases** unless otherwise instructed. The **shipment must be grouped and packed** in the following manner:

1. Grouped first by purchase order
2. Within a purchase order, garments are grouped by colour
3. Within a colour, garments are grouped by shade (if any)
4. Within a colour, garments are grouped by size

Each carton must contain only garments that are the **SAME SIZE / SAME STYLE / SAME COLOUR.** (i.e., a single SKU in each carton)

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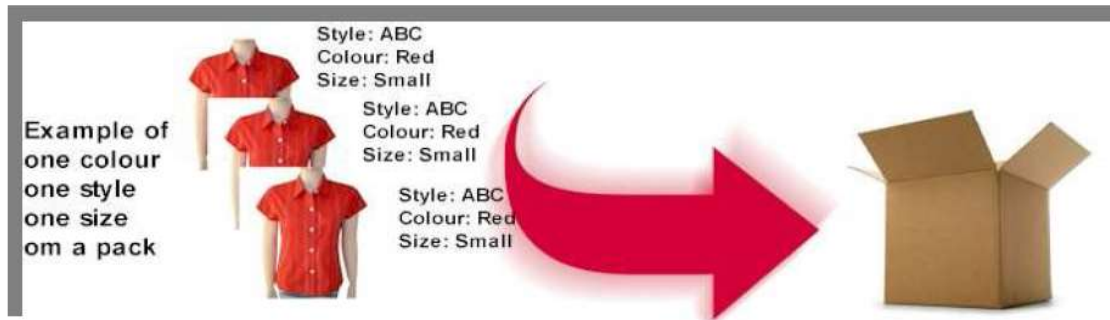
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- Do not use hangers on the garments unless specifically noted on the purchase order.
- Please note that an appropriately sized carton must be used (see Carton Specifications section) calibrate Tare
- Do not over or under fill the cartons to avoid collapsing in transit.

4.5.2 ODD Case Carton - Apparel

After completing full case for each Style, remaining SKUs / Sizes must be packed into the last case/s and mark “**ODD CASE**” on all 4 sides of the carton. **NB: NO mixed styles/ Colours in Odd Case Carton**

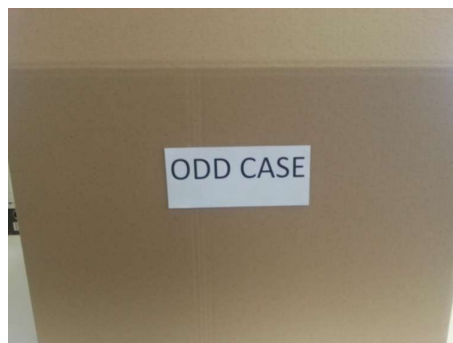


Fig 4.5: Odd Case Carton Marking

- Please note that you may pack mixed sizes **ONLY**, per Style/Colour, within the **ODD CASE**.

4.5.3 CARTON PACKING - FOOTWEAR

All TFG merchandise must be packed in solid sizes i.e., **NO mixed sizes in a carton**.

All merchandise is to be packed in **uniform flat cases** unless otherwise instructed. The **shipment must be grouped and packed** in the following manner:

1. Grouped first by purchase order
2. Within a purchase order, footwear is grouped by colour
3. Within a colour, footwear is grouped by shade (if any)

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4. Within a colour, footwear is grouped by size

Each carton must contain only footwear that is the **SAME SIZE / SAME STYLE / SAME COLOUR**. (i.e., a single SKU in each carton)

Do not use hangers on footwear unless specifically noted on the purchase order.

Unless otherwise agreed, under no circumstances must loose hangers be delivered with merchandise

4.5.4 ODD CASE CARTON - FOOTWEAR

After completing full case for each Style, remaining SKUs / Sizes must be packed into the last case/s and mark “**ODD CASE**” on all 4 sides of the carton. **NB: NO mixed styles/ Colours in Odd Case Carton**



Fig 4.5: Odd Case Carton Marking

Please note that you may pack mixed sizes ONLY, per Style/Colour, within the ODD CASE.

4.5.5 CARTON FILL RATE

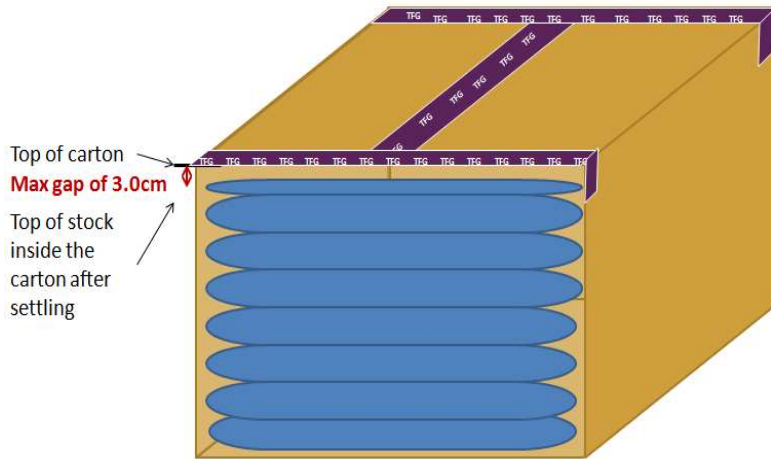
The cartons must always be fully packed by ensuring that the correct size cartons are used. There is to be no open space between the merchandise and the inside of the carton. In the case of garment settling which may occur in-transit; TFG will allow a maximum settling tolerance of **3cm** from the top of the carton.

Should there be non-compliance with carton fill rates, the supplier will be penalised for non-conformance. The “Carton Fill” rule is to ensure that no additional transport costs are incurred in the supply chain due to sub-optimal packing.

The following exceptions apply to the above rule:

- **Order impacted by ASN variances.**
- **Units missing within the order.**
- **ODD cases will be excluded from the above rule.**

Example of full carton



4.6 CARTON SPECIFICATIONS

The following carton specifications have been established to maximise the product flow through our automated facilities:

Table 4.6.1: Clothing and Accessories (excluding Bags) Only

	Length (cm)	Breadth (cm)	Height (cm)	Weight KG (Maximum)
Maximum Carton	69	38	42	18

NB: Please note Edge Crush Test (ECT) requirements apply.

Table 4.6.2: Jackets, Coats, Footwear and Bags Only:

	Length (cm)	Breadth (cm)	Height (cm)	Weight KG (Maximum)
Maximum Carton	69	50	42	18

NB: Please note Edge Crush Test (ECT) requirements apply.

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4.6.1 EDGE CRUSH TEST (ECT) REQUIREMENTS

CARTON WEIGHT (max gross mass)		MIN EDGE CRUSH TEST VALUE (ECT)	
Kg	LBS	kN/m	Lbs per inch
Up to 10	Up to 22	4.9	28
10.1 to 15	22.1 to 33	5.5	31
15.1 to 18	33.1 to 44	7.4	42

ECT TEST METHOD: FEFCO No.8 (European Federation of Corrugated Board Manufacturers) or ASTM – D 2808 -69 (American Standards) or ISO 3037 (International Standards Organisation)

ECT Process within the DC:

- Samples are randomly selected to be tested within each DC.
- Inner undamaged flaps are selected and sent to lab for testing.
- Should a sample fail, the sample is retested and recorded on TFG system. This will appear on the supplier delivery conformance report.
- Factors such as humidity and handling are considered upon calculating the ECT result.
- A 20% tolerance for carton deterioration in transit is applied to all results; therefore, results are measured at 80%.

Please ensure that your carton suppliers are fully aware of the above specification to be able to provide you with a board grade that is sufficient to meet the required TFG standard

Should you require any samples to be tested, please send to:

ATTENTION ECT

TFG Lefic Building
338 Voortrekker Road,
Parow East
Cape Town
7500

Please include contact details to enable us to send you the results. Results will be sent to suppliers within 2 days of receiving the sample to be tested

Please note the following:

Each supplier is responsible for the quality of packaging and therefore will be held responsible for damages, concealed shortages and claims resulting from inferior packaging.

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4.7 CARTON SEALING

Suppliers must use only branded tape to seal each carton with taping creating an “H” pattern on both the **top and bottom** of the carton by sealing across all of the major and minor flaps. **No clear, non-branded or brown tape may be used.**



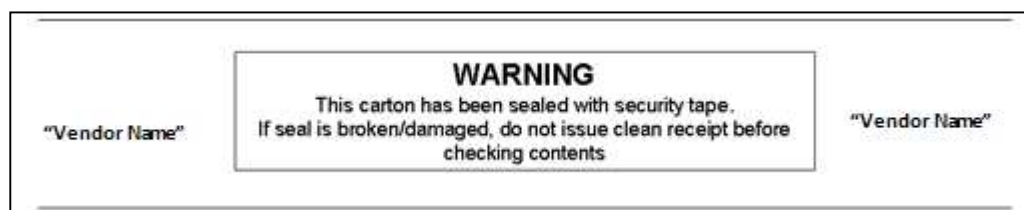
Fig 7.1: Carton to be sealed in H-Pattern on both top and bottom sides

This tape should be 2.83 inches/7.2 cm in width to ensure proper carton closure and minimize carton tampering in transit.

The branded tape must contain enough glue to ensure proper carton seal on all edges. Please do not use clear tape or any other material to reinforce branded tape as this will increase chances of pilferage resulting in short deliveries into our distribution centres.

NO METAL BANDING OR WIRES is allowed. Banding, straps, staples, shrink-wrap or string is to be used very conservatively or only where absolutely necessary as a means of closure and agreed on with TFG.

Suppliers are required to use only branded tape when sealing cartons for delivery to TFG Distribution Centre. This is to ensure that tape is unique to supplier and not easily accessible to minimise pilferage. All tape must be branded as per specifications below:



- The **branded tape** must contain enough glue to ensure proper carton seal on all edges. Please **do not use clear tape or any other material to reinforce branded tape** as this will increase chances of pilferage resulting in short deliveries into our distribution centres.
- This tape should be **2.83 inches/7.2 cm** in width to ensure proper carton closure and minimized tampering on cartons in transit.

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4.8 Carton Information

CARTON LABEL FOR OUTER CARTON

Order:

1

SKU NUMBER:

SKU SIZE:

Unit Qty / Ctn:

120

Vendor	
SKU Description	e.g. Flare leg Denim Size 9
Colour	
DC Code	
Trading Division	
Carton No	
Carton Dimensions	

Order:

2

SKU NUMBER

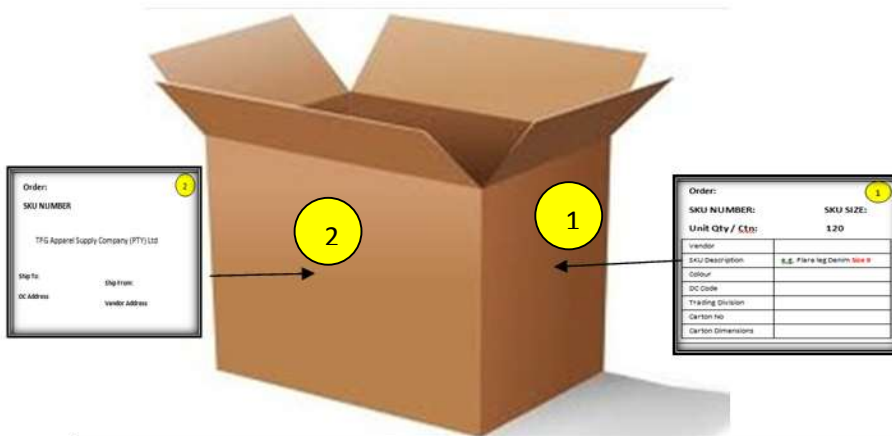
TFG Apparel Supply Company (PTY) Ltd

Ship To:

Ship From:

DC Address

Vendor Address



Carton label requirements:

- Paste label 1 on shorter (Width) side of carton.
- Paste label 2 on longer (Length) side of carton.
- Carton labels must be pasted in the middle of carton as shown above
- Carton label dimensions will depend on carton size used
- All fields must be populated and visible.
- All information must be visible after carton is sealed with branded tape

Fig 6: Placement of Carton Label 1 & 2 on Carton

NB: PLEASE ENSURE CARTON LABEL IS POSITIONED SO THAT ALL CARTON INFORMATION IS VISIBLE AFTER CARTON IS SEALED WITH BRANDED TAPE.

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Foschini Retail Group (Pty) Ltd. 1988/007302/07

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Company Secretary: D van Rooyen

An authorised financial services provider and registered credit provider NCRCP 36

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Parow East 7500 RSA

PO Box 6020
Parow East 7501 RSA

Tel: 021 938 1911

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INFORMATION REQUIRED ON OUTER CARTON LABEL	
LABEL 1: ORDER INFORMATION	LABEL 2: ADDRESS INFORMATION
1. Order Number 2. SKU (Product) Number 3. Number of units in the carton 4. Vendor Name 5. SKU (Product) description as stated on the PO (Including the size) 6. Colour 7. DC Code 8. Trading Division (e.g. Foschini, Fashion Express, Donna Claire etc.) 9. The number of that carton in your total consignment 10. Dimensions of the carton	1. Order Number 2. SKU (Product) Number 3. TFG Apparel Supply Company (PTY) Ltd 4. Ship to (DC Address) 5. Ship From (Vendor Address)

@home, @homelivingspace, American Swiss, Archive, Colette, Donna, Duesouth Escapes, Exact, Fabiani, The FIX, Foschini, Galaxy & Co, G-Star Raw, *hi*, Jet, Markham, Relay Jeans, RFO, Sneaker Factory, SODA Bloc, Sportscene, Sterns, Totalsports

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4.9 DC CONTACT DETAILS

TFG Distribution Centre Communication Matrix

DC -Distribution Centre	DC Physical Address	Category (Position)	Contact Person	Email Address	Telephone Number
LEFIC DC Foschini / The Fix Apparel/ Footwear. CODE: A	342 Voortrekker Road, Parow East Cape Town, 7501 Tel: 021 938 1423	DC Manager	Ryan Kurten	RyanK@tfg.co.za	+27 21 938 1152
		Process Manager	Rodiyah Knowles	RodiyahA@tfg.co.za	+27 21 937 4388
		Supervisor - Inbound	Paul Thobedi	PaulTh@tfg.co.za	+27 21 938 1429
		Receiving Office Desk 1	Receiving Office	REC-FOSLEF@tfg.co.za	+27 21 938 1280
		Receiving Office Desk 2	Receiving Office	REC-FOSLEF@tfg.co.za	+27 21 938 1424
NDABENI DC - MARKHAM/EXACT/ SODA BLOC/ FABIANI/ G-STAR CODE: B	3 Diesel Road, N'dabeni Cape Town, 7405 Tel: 021 929 6850	DC Manager	Sandy van Zyl	SandyV@tfg.co.za	+27 21 928 6863
		Operations Manager	Colin Theunissen	ColinT@tfg.co.za	+27 21 938 1167
		Process Manager	Amina Safiedien	AminaS@tfg.co.za	+27 21 928 6898
		Assistant Process Manager - Inbound	Nathaniel Kleinsmith	NathanielK@tfg.co.za	+27 21 928 6867
		Supervisor - Inbound	Bruce Ngqwele	BruceN@tfg.co.za	+27 21 928 6877
		Receiving Office Desk 1	Receiving Office	REC-NDA@tfg.co.za	+27 21 928 6864
		Receiving Office Desk 2	Receiving Office	REC-NDA@tfg.co.za	+27 21 928 6860
NDABENI DC – SPORTS CODE: B	3 Diesel Road, N'dabeni Cape Town, 7405 Tel: 021 929 6850	DC Manager	Unathi Mtyuda	UnathiMt@tfg.co.za	+27 21 928 6862
		Operations Manager			
		Assistant Process Manager - Inbound	William MacLean	WilliamM@tfg.co.za	+27 21 928 6887
		Receiving Office Desk 1	Receiving Office	REC-Sports@tfg.co.za	+27 21 928 6866
		Receiving Office Desk 2	Receiving Office	REC-Sports@tfg.co.za	+27 21 929 6872
TYGERBERG DC (Homeware - @home) CODE: D	40 Junction Road, Tygerberg Business Park Parow Industria, 7493 Tel: 021 959 9821	DC Manager	Belinda Hendricks	BelindaH@tfg.co.za	+27 21 929 0901
		Operations Manager	Riefaad Waggie	RiefaadW@tfg.co.za	+27 21 929 0902
		Process Manager - Inbound	Nicole Rhooode	NicoleMa@tfg.co.za	+27 21 929 0939
		DC Controller - Inbound	Vanessa Petersen	VanessaP@tfg.co.za	+27 21 929 0912
		Receiving Office Desk 1	Receiving Office	REC-HOME@tfg.co.za	+27 21 929 0918
		Receiving Office Desk 2	Receiving Office	REC-HOME@tfg.co.za	+27 21 929 0917
JEWELLERY DC (Foschini & Fine Jewellery, May & May, House-brands) CODE: E	342 Voortrekker Road, Parow East Cape Town, 7501 Tel: 021 938 1423	DC Manager	Tiekie van Huyssteen	EvelynvH@tfg.co.za	+27 21 938 1156
		Process Manager - Inbound	Brendon Muller	BrendonM@tfg.co.za	+27 21 938 1022
		DC Controller - Inbound	Chana Rhodes	ChanaR@tfg.co.za	+27 21 938 1133
		Receiving Office Desk 1	Receiving Office	rec-jdc@tfg.co.za	+27 21 937 4521
		Receiving Office Desk 2	Receiving Office	rec-jdc@tfg.co.za	+27 21 937 4643
MIDRAND DC (@Homelivingspace JHB, Foschini/The Fix Footwear) CODE: F	2 Pine Road, Lordsview Allendale Road, Midrand Gauteng, 1619 +27 700 9327	DC Manager	Perk Nxumalo	PerkN@tfg.co.za	+27 11 700 9331
		Operations Manager	Denzel Moodley	denzelmo@tfg.co.za	+27 11 700 9337
		Process Manager - Inbound	Nomcebo Sibuyi	Nomcebos@tfg.co.za	+27 11 700 9311
		DC Controller - Inbound	Abdulmaliek Davids	Maliekd@tfg.co.za	+27 11 700 9334
		Receiving Office	Receiving Office	REC-FOSTYG@tfg.co.za	27 11 700 9304
ASSEGAAI DC (@Homelivingspace Cape Town) CODE: G	15 Assegaai Street, Parow Industrial Cape Town, 7493	DC Manager	Kim Woodborne	KimWood@tfg.co.za	+27 21 929 6166
		Process Manager	Timmy Clayton	TimmyC@tfg.co.za	+27 21 929 6178
		DC Controller	Angelique Stuart	AngeliqueS@tfg.co.za	+27 21 929 6177
		Supervisor - Inbound	Lynette Meyer	LynetteMe@tfg.co.za	+27 21 929 6173
JET DC Footwear / Apparel / Cosmetics & Homeware CODE: H	57 A Joyner Road, Prospecton 4125 KwaZulu-Natal	DC Manager	Anand Maharaj	AnandMa@tfg.co.za	+27 31 915 4504
		Process Manager	Victor Ndlovu	BongaN@tfg.co.za	+27 31 915 4532
		Team Leader - Inbound	Luke Kock	LukeK@tfg.co.za	+27 31 915 4548
		DC Controller	Prince Goge	SithembisoG@tfg.co.za	+27 31 915 4549
		DC Controller	Thokozane Gumede	ThokozaneG@tfg.co.za	+27 31 915 4550
		Receiving Office Clerk	Jason Naidu	JasonNa@tfg.co.za	+27 31 915 4546
		Receiving Office Clerk	Luke Perumal	LukeP@tfg.co.za	+27 31 915 4545
		Receiving Office Clerk	Shaunta July	ShauntaJ@tfg.co.za	+27 31 915 4547

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5. Delivery Instructions

5.1 ORDER MANAGEMENT

The responsibility to follow up on outstanding orders is shared between supplier, Foschini buyers and sourcers, the nominated forwarding agent and the shipping department.

Our nominated forwarder has been instructed not to accept any bookings for cargo falling outside of the window period. CIF and CFR order shipped outside of the window period where suppliers make use of their own forwarders and where we have very little or no control over the cargo could potentially be cancelled and subsequently returned to the supplier. Payment of the orders will also be withheld until and unless the Merchandise Manager has signed off these payments.

5.2 BOOKINGS MADE BY SUPPLIER WITH NOMINATED FORWARDER

Our nominated forwarders will ensure that all orders are consolidated into 6m or 12m containers and shipped to South Africa as FCL containers.

Our nominated forwarding agent has strict instructions from us that under no circumstances must they hold back cargo if no other cargo is available to consolidate and make up a FCL unless they have written confirmation from us that they may do so. In this case cargo is shipped in a grouped box and is delivered to us as LCL cargo.

Where order quantities are sufficient to fill a 6m or 12m container, the supplier must make a booking with our nominated forwarders who will arrange with shipping lines to deliver a container directly to the suppliers' warehouse for packing. Suppliers must ensure that all cargo packed into containers is packed per order, per SKU and per colour. This will expedite the off-loading process of containers in South Africa.

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6. MILDEW PREVENTION

Mildew is a thin, superficial, usually whitish growth that consists of fungal filaments which results in smelly clothing due to prolonged exposure to a damp environment.

6.1 USE OF DESICCANT BAGS IN CONTAINERS AT FACTORY LOADING

TFG requires use of desiccant bag as a means to control moisture and humidity inside container equipment. This will be effective from 1 March 2014.

6.2 CONTAINER INSPECTION AND LOADING REQUIREMENTS

6.2.1 CONTAINER INSPECTION

- Ensure an A-Grade container is requested from the service provider
- Request protective storage on the vessel.
- Vendor to be responsible / accountable for all damages to goods caused by loading a dirty or damaged container.

It is highly recommended that a thorough inspection of container takes place prior to loading:

- Check for any damage on the containers such as holes or gaps on the walls, roof, floor or any other locations on the container. A simple test is to check for light by closing all the container doors to see if there is any light coming through.
- Doors must close properly, and rubber seal must be in good condition.
- There must be no moisture on the inside of container. This includes wet floors where moisture level must not exceed 10%.
- Containers must be swept clean of any debris and residue prior to loading of container.
- Containers must be odour free to ensure no damage is caused to product.

6.3 LOADING RECOMMENDATIONS

When loading container, ensure at all times that pallets are dry, and no further moisture is transferred due to water on wheels, boots or any other equipment.

Loading of container must be supervised at all times

Install 10 desiccant bags per container in accordance with steps below:

- Seal all air vents
- Remove the "Super Dry" units from plastic

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- Hang units from securing points on container side walls just under roof.
- When container is fully loaded, close the doors immediately to prohibit additional moisture from entering the container

Orders will be checked once delivered to DC and this will form part of delivery conformance requirements.

7. INVOICING

The supplier's invoice (s) must be issued in the name of the supplier as recorded on the @home purchase order. Please check that the supplier's name and details are recorded correctly when receiving the order and that the VAT number, company registration number and the Foschini Group VAT number are included.

- **Official order numbers**
- **Supplier reference code**
- **Product description and units**
- **Banking details (full)**
- **Transport methods**
- **DC delivery address**
- **Payment method**
- **Costs**

For all payment queries please contact:

Miriam Patel

Senior Manager: TFG SHIPPING: EXPORTS

Tel: +27 21 938 1650

Fax: +27 21 935 2125

MiriamP@tfg.co.za

Mujolaine Martin

Senior Shipping Controller

Tel: + 27 21 938 7222

Fax: + 27 21 935 2125

MujoM@tfg.co.za

Berenice Smart

Senior Shipping Controller

Tel: + 27 21 937 4184

Fax: + 27 21 935 2125

BereniceS@foschini.co.za

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7.1 DOCUMENTS REQUIRED VIA SEA-FREIGHT

The following documents are required should cargo be shipped via Sea-freight

- Commercial Invoice (order numbers relating to shipment included).
- 3rd Party invoice (when applicable).
- Detailed Packing List.
- Certificate of Origin.
- Original Euro 1 Certificate (in English) (when applicable).
- Original SADC Certificate (in English) (when applicable).
- House Bill of Lading.

7.2 DOCUMENTS REQUIRED VIA AIR-FREIGHT

The following documents are required should cargo be shipped via Airfreight

- Commercial Invoice (order numbers relating to shipment included).
- 3rd Party Invoice (when applicable).
- Detailed Packing List.
- Certificate of Origin.
- Original Euro 1 Certificate (in English) (when applicable).
- Original SADC Certificate (in English) (when applicable).
- House Air-waybill.

7.3 PENALTIES FOR LATE / INCOMPLETE DOCUMENTATION

Penalties such as demurrage or storage charges by shipping lines as a result of late receipt or incomplete documentation will be charged back to supplier, unless the supplier can prove that they have sent full sets of documents in time to arrive prior to shipment arrival in South Africa.

If these penalties are incurred, claims will be raised against the supplier and will be notified by the TFG Shipping department.

7.4 SHIPPING DETAILS

ALLPORT CARGO SERVICES CONTACT DETAILS

CATEGORY	CONTACT PERSON 1	CONTACT SEL	CONTACT ACS OFFICE TEL#	EXT#	EMAIL ADDRESS 1	CC EMAIL ADDRESS 2
Delivery Planning	Michel de Klerk	072 919 8758	021 423 8881	1228	michel@allportcargoservices.co.za	tfg@allportcargoservices.co.za
Transport Controller	Michel de Klerk	072 919 8758	021 423 8881	1228	michel@allportcargoservices.co.za	
	Abe		021 423 8881		michel@allportcargoservices.co.za abe@allportcargoservices.co.za	acstrucking@allportcargoservices.co.za

ACS SEA FREIGHT CONTACT DETAILS

OFFICE	NAME	POSITION	DIRECT LINE	EXT	MOBILE	EMAIL ADDRESS
KOREA OPERATIONS	KOREA Switchboard: 82-2-323 3109 Fax: 82-2-326 2397					
	Sang Park	Director	822-323-3109	5173	82-10-2246-1142	sangpark@kr.allportcargoservices.com
	B.Y. Jeon	General Manager - Air export	822-323-3109	5174	-	b.y.jeon@kr.allportcargoservices.com
	Sandra Han	General Manager - Ocean export	822-323-3109	5176	82-10-9478-4833	sandraham@kr.allportcargoservices.com
	Office Address: 204-31. Dongkyo-Dong, Mapo-ku, Seoul, Korea					

7.5 BOSS FREIGHT CONTACT DETAILS

BOSS FREIGHT CONTACT DETAILS

OFFICE	NAME	POSITION	DIRECT LINE	EXT	MOBILE	EMAIL ADDRESS
Somatrans	Switchboard: Fax:					
	Jean-Francois Decotter	Sales & Marketing Manager	(230) 2027343	(230)2027351	(230) 9403350	jfdecotter@iblgroupe.com
	Romy Ramchurn	Air & Sea Operations Manager	(230)2027354	(230)2027351	(230) 9403340	rramchurn@ibl.intnet.mu
	Fabrice Supparayen	Sales Executive	(230)2027347	(230)2027351	(230) 9403352	fsupparayen@iblgroupe.com
	Marieyanna Prosper	Senior Export Sales Coordinator	(230)2027379	(230)2027351	(230) 9403355	mprosper@iblgroupe.com
	Aurelie Sheik bajeet	Export Sales Coordinator	(230)2027382	(230)2027351	-	abajeet@iblgroupe.com
	Saloni Devi Appadoo	Export Officer	(230)2027140	(230)2027351	-	sappadoo@iblgroupe.com
Office Address: Building Number 1 office Park Riche Terre						

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8. RETURN TO VENDOR (RTV)

It is the supplier's responsibility to ensure that the merchandise is the quality as ordered prior to shipping. If for any reason the stock needs to be returned due to cancellation or repair, the following process will be followed:

- The DC will be notified **via email** by the respective buyer / planner that a specific order needs to be returned.
- The buyer / planner will arrange with the supplier / processing house and the DC for the goods to be uplifted.
- It is important that the buyer / planner provide the necessary documentation, repair note / email instruction, in order for the DC to process.
- The DC will then accordingly locate the order and store in cartons in the most effective manner. If the supplier provides more than one SKU that is problematic, then the cartons may contain multiple SKU's.
- Once the supplier / processing house has been notified of the RTV, they have 5 working days in which to collect the merchandise. **If the merchandise is not collected within this time the DC will dispose of the stock to recover costs.**
- The necessary RTV documentation will be handed over to the courier upon collection.

For further information or any clarification on any procedural matter, please contact Delivery Conformance Office:

Email: deliveryconformance@tfq.co.za

9. SUPPLIER PICK AND PACK

TFG is currently implementing a Supplier Pick and Pack program with a select group of Footwear and Apparel suppliers. The objective of this program is to provide for the receipt of stock into our DC in ratio packs (i.e. cartons that contain a mix of SKU's AS ordered by TFG) packed by the supplier at source/origin. This will enable seamless processing through our DC to stores.

Therefore, it is imperative that all requirements are met to mitigate delays due to additional handling through our facilities.

If you have been chosen as part of this group, we have established this document for your assistance:

- **Pick and Pack ASN Template for Pack Orders (available via link: <http://www.suppliers-tfglimited.co.za/en/current-suppliers/full-list-documents/>) – the old template should still be used for non-pack orders**

NB: for the purposes of Supplier Pick and Pack, all requirements listed in the Delivery Guideline Manual will remain as is besides the following:

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9.1.1 Supplier Pick and Pack Orders

All pack orders will include an Addendum the format of which is documented below.

SKU	54780820	54780821	54780822	54780823	54780824	54780825
SKU SIZE	3	4	5	6	7	8
SKU QTY	268	435	838	735	334	190
SKU PERC	10%	16%	30%	26%	12%	7%

PO ADDENDUM									
ORDER NUMBER :	558273								
BUYER NAME :	Andrea Claase								
DELIVERY DATE :	31-Jul-2015								
PRODUCT NUMBER :	54780599								
SUPPLIER REF :	SPIDEY								
TOTAL UNITS ON ORDER :	2800								
TOTAL UNITS IN RATIO PACKS :	1826								
TOTAL NUMBER OF RATIO PACKS :	202								
TOTAL EACHES :	974								
DELIVER AS PACKS									
PACK DESCRIPTION	CODE	PACKS ORDERED	54780820 Size 3	54780821 Size 4	54780822 Size 5	54780823 Size 6	54780824 Size 7	54780825 Size 8	TOTAL UNITS
Caged counter Pack A 8Unit-Pack	PACK A	97	1	1	2	2	1	1	776
Caged counter Pack B 10Unit-Pack	PACK B	105	1	2	3	3	1		1050
TOTAL :		202							1826

DELIVER AS EACHES

SKU	PRODUCT DESCRIPTION	COLOUR	SKU SIZE	PO QTY (UNITS)
54780820	Caged counter sandal	PEWTER	3	66
54780821	Caged counter sandal	PEWTER	4	128
54780822	Caged counter sandal	PEWTER	5	329
54780823	Caged counter sandal	PEWTER	6	226
54780824	Caged counter sandal	PEWTER	7	132
54780825	Caged counter sandal	PEWTER	8	93
TOTAL :				974

SUMMARY

SKU	PRODUCT DESCRIPTION	COLOUR	SKU SIZE	TOTAL ORDER IN UNITS BY SIZE (PACKS AND EACHES COMBINED)			TOTAL ORDER UNITS BROKEN DOWN INTO PACK UNITS AND EACHES	
				TOTAL PO QTY	PO PACK QTY	PO EACHES QTY		
54780820	Caged counter sandal	PEWTER	3	268	202	66		
54780821	Caged counter sandal	PEWTER	4	435	307	128		
54780822	Caged counter sandal	PEWTER	5	838	509	329		
54780823	Caged counter sandal	PEWTER	6	735	509	226		
54780824	Caged counter sandal	PEWTER	7	334	202	132		
54780825	Caged counter sandal	PEWTER	8	190	97	93		
TOTAL :				2800	1826	974		

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Example:

TFG orders 2800 units of product 54780599.

The order is to be packed as follows:

- Total units in ratio packs: 1826
- Total number of ratio packs: 202
- Total eaches (solid sizes): 974

Pack Breakdown

DELIVER AS PACKS									
PACK DESCRIPTION	CODE	PACKS ORDERED	54780820	54780821	54780822	54780823	54780824	54780825	TOTAL UNITS
			Size 3	Size 4	Size 5	Size 6	Size 7	Size 8	
Caged counter Pack A 8Unit-Pack	PACK A	97	1	1	2	2	1	1	776
Caged counter Pack B 10Unit-Pack	PACK B	105	1	2	3	3	1		1050
TOTAL :		202							1826

1. SKU number from the Purchase Order
2. Description of the Product from the Purchase Order| Pack Code of the ratio pack as defined by the Trading Division| Number of units in specified ratio pack
3. Pack Code of the ratio pack as defined by the Trading Division
4. Amount of packs required by pack type (with total line)
5. Number of units by size by ratio pack type
6. Total number of units ordered in each ratio Pack

Notes:

1. Each ratio pack must be packaged so that the price tickets are visible when the box is opened for checking.
2. A ratio pack carton must contain only one style/colour of a style.
3. A ratio pack carton must comply to the size curve specified for that ratio pack type
4. Cartons should be full packed at all times without bulging. This is to ensure optimum carton utilization to help avoid carton crushing in transit and ensure merchandise is protected at all times.

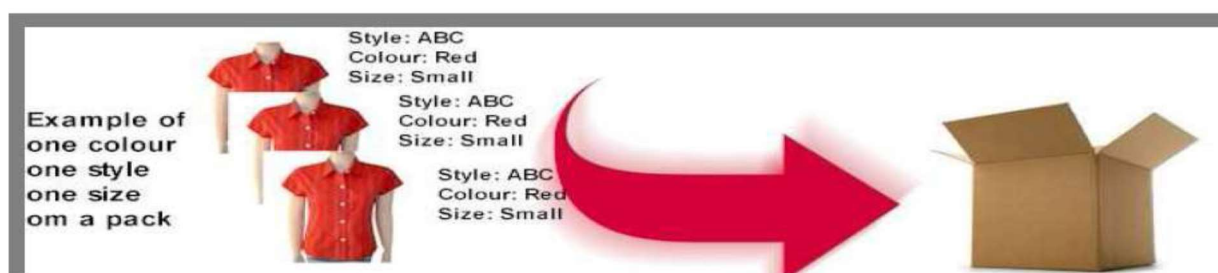
9.1.2 Eaches (Solid Sizes) to be delivered as follows:

SKU	PRODUCT DESCRIPTION	COLOUR	SKU SIZE	PO QTY (UNITS)
54465802	Penny Belted		3	247
54465803	Penny Belted		4	211
54465804	Penny Belted		5	245
54465805	Penny Belted		6	149
54465806	Penny Belted		7	80
54465807	Penny Belted		8	238
		Total		1170

9.1.3 Eaches are to be packed in the following manner:

1. Grouped by size and purchase order
2. ODD cases are to be marked accordingly

No mixing of styles, sizes and/or colours in the eaches cartons (with the exception of the odds carton where a style may be mixed by size).



Summary

1

TOTAL ORDER IN UNITS BY SIZE (PACKS & EACHES COMBINED)					TOTAL ORDER UNITS	
SKU	PRODUCT DESCRIPTION	COLOUR	SKU SIZE	PO QTY (UNITS)	PO PACK QTY	PO EACHES QTY
54465802	Penny Belted		3	333	86	247
54465803	Penny Belted		4	657	446	211
54465804	Penny Belted		5	1128	883	245
54465805	Penny Belted		6	1032	883	149
54465806	Penny Belted		7	526	446	80
54465807	Penny Belted		8	324	86	238
		Total		4000	2830	1170

1

2

3

4

5

6

7

1. SKU number from the Purchase Order
2. Description of the Product from the Purchase Order
3. Colour of product from the Purchase Order (this will be blank for pack orders)
4. SKU size from the purchase order
5. Total number of units ordered by TFG by size (ratio packs + Eaches)
6. Total number of units ordered by TFG by size in packs
7. Total number of units ordered by TFG by size in Eaches

@home, @homelivingspace, American Swiss, Archive, Colette, Donna, Duesouth Escapes, Exact, Fabiani, The FIX, Foschini, Galaxy & Co, G-Star Raw, hi, Jet, Markham, Relay Jeans, RFO, Sneaker Factory, SODA Bloc, Sportscene, Sterns, Totalsports

Foschini Retail Group (Pty) Ltd. 1988/007302/07

DIRECTORS: A E Thunström (C.E.O.), B Ntuli (C.F.O.), S A Baird, J L Fisher, D B Gedye, S E Morley, G S Naidoo

Company Secretary: D van Rooyen

An authorised financial services provider and registered credit provider NCRCP 36

Stanley Lewis Centre
340 Voortrekker Road
Parow East 7500 RSA

PO Box 6020
Parow East 7501 RSA

Tel: 021 938 1911

www.tfg.co.za



Please not the following points:

- Non-Conformance Chargebacks will still apply on Pick and Pack Orders.

9.2 Pre-pack Labels Carton Information (PACK Size)

CARTON LABEL FOR OUTER CARTON FOR PACK SIZES

Order No:	558273	1
Style Number:	54780599	
Unit Qty/Ctn:	8	
Vendor	VENDOR NAME	
sku Description	Caged counter sandal PACK A	
COLOUR	PEWTER	
DC CODE	D	
TRADING DIVISION	FOSCHINI	
CARTON NO	1 OF 300	
DIMENSIONS(LXBXH)	455*395*285	
Pack	A	
Size	3	4
Qty	1	1
TOTAL	8 UNITS	

Order No:	558273	2
Style Number:	54780599	
Pack:	A	
TFG Apparel Supply Company(Pty) Ltd		
Ship To:	Ship From:	
Tygerberg Dc	Oceanic Brands	
40Junction Road		
Tygerberg Business Park		
Parow Industria,7493		

9.3 Carton Information (Solid Size)

CARTON LABEL FOR OUTER CARTON FPR SOLID SIZE

Order:	1
SKU NUMBER:	SKU SIZE:
Unit Qty / Ctn:	120
Vendor	
SKU Description	e.g., Flare leg Denim Size 9
Colour	
DC Code	
Trading Division	
Carton No	
Carton Dimensions	

Order:	2
SKU NUMBER	
TFG Apparel Supply Company (PTY) Ltd	
Ship To:	Ship From:
DC Address	Vendor Address

@home, @homelivingspace, American Swiss, Archive, Colette, Donna, Duesouth Escapes, Exact, Fabiani, The FIX, Foschini, Galaxy & Co, G-Star Raw, hi, Jet, Markham, Relay Jeans, RFO, Sneaker Factory, SODA Bloc, Sportscene, Sterns, Totalsports

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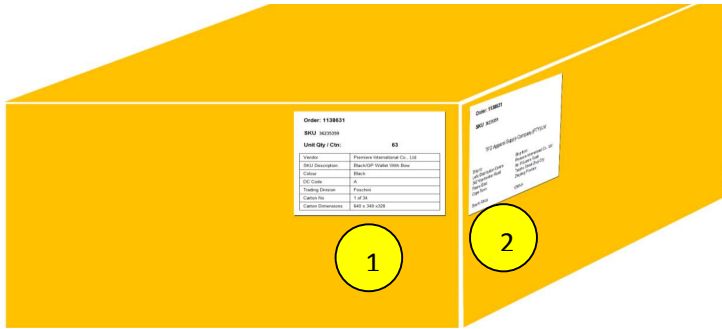
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Placement of Carton Label 1 & 2 on Carton

Order	34673
Style Number	11569975
Pack	AH
TFG Apparel Supply Company (PTY) Ltd	
Ship To:	Ship From:
Lefic Distribution Centre	Vendor
342 Voortrekker Road	Address
Parow East	
Cape Town	
South Africa	

All labels must be a minimum size of 210 * 148 mm or 8.3 * 5.8 in (A5 size)

Font Style: Calibri

Minimum Font Size: 36

Miscellaneous:

Cartons ready for transportation should be packed as follows for delivery into TFG:

An order must be packed together in its entirety (eaches and ratio packs)

- Bulk portion: group by style, colour, size
- Ratio pack portion: group by style (according to specified size curve)