



DELIVERY CONFORMANCE GUIDELINE MANUAL



INTERNATIONAL SUPPLIERS

This Delivery Guideline Manual replaces all previous Delivery Guideline Manuals published prior to January 2020.



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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 the following TFG requirements:

- **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 very important 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 international suppliers for the following trading divisions: **@homelivingspace**



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.

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 business:

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

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

This Delivery Guideline Manual replaces all previous Delivery Guideline Manuals.

2. CODE OF ETHICS: EXPECTATION FROM SUPPLIERS

The @home Division is committed to socially responsible sourcing practices, as we expect from our business partners. This requires that our business partners' management practices protect the rights of their employees, provide a safe and healthy work place, minimize the impact on the environment and promote the health and well being of all employees. It is the @home Division's policy to comply with the import and export control laws and regulations of all the countries the @home Division does business in.

It is also expected that the @home Division's employees shall ensure good buying practices with suppliers and shall ensure compliance by the Foschini Retail Group with any debt obligations, and in particular shall:

- Inform a supplier of any bribe or attempted bribe by the supplier's employees.
- Terminate dealing with any supplier that bribe or attempts to bribe employees.
- Ensure that no bribe is paid to or accepted from a supplier.
- Honour contracts entered into with other parties.
- Manage the @home Division in a way that does not unjustifiably increase the risk to creditors.



Since we all have a stake in the reputation of the Foschini Retail Group, maintaining our good name is a shared responsibility that also extends to our suppliers.

3. 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 **@home** Buyer.

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

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

For any additional information or queries, please contact the relevant **@home** buyer or merchandise team.

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 @homelivingspace)

340 VOORTREKKER ROAD
PAROW EAST
CAPE TOWN 7500
REPUBLIC OF SOUTH AFRICA
Telephone Number : (021) 937 5190
Fax : (021) 938 7555

P.O. BOX 8020
PAROW EAST
CAPE TOWN 7501
REPUBLIC OF SOUTH AFRICA

EXAMPLE

PURCHASE ORDER DETAIL

Order Number : 795198 Version No: 3 Currency : USD
Buyer Name : Lize Viljoen
Order Date : 28-Jun-2014

SUPPLIER DETAILS

TAMARIND INTERNATIONAL LIMITED

Room 1123 HITEC

1 Trademark Drive

Kowloon Bay

Hong Kong

Telephone Number (852) 2753 7373

Fax : (852) 2753 7188

Commission : 8.75%

Settlement Terms : 00.00%

3rd Party Supplier : niboxin

Payment Terms : Within 14 days of receipt of copy of Bill of lading, commercial invoice and packing instructions.

DELIVERY DETAIL

Assegaai DC, Assegaai DC, No. 11 -15 Assegaai street, Parow industria
Cape Town, Western Cape, 7500

Freight Forwarder Hand Over Date : 21-Nov-2014 to 28-Nov-2014

Ship Date : 01-Dec-2014

TFG DC Delivery Date(s) : 05-Jan-2015 to 09-Jan-2015

Telephone Number : (021) 9296160

Ship Point : Ho Chi Minh city

PIS Date : 06-Jan-2015

Comments:

SHIPPING DETAILS

Transport Method : Sea Freight

Freight Terms : FOB

PRODUCT DETAIL

Product Number : 18018484
Description : Sahara chest of 3 drawers nat/wht
Supplier Ref Number : OAKARA-08
Tariff Code : 94035005 - furniture wooden bedroom
Country of Origin : VIETNAM
Supplier Colour :
Commodity : 2201 - bedroom
Fabric :

Total Unit Quantity : 1
Unit Supplier Cost : .01 USD
Total Supplier Cost : 0.01 USD
Unit Landed Cost : 0.11 ZAR
Total Landed Cost : 0.11 ZAR
Unit Retail : 8,999.00 ZAR
Ticket : type 12 (reg sticky no rsp)

SKU	18018484
SKU QTY	1
SKU PERC	100%
Inner Ctn Qty	1
Outer Ctn Qty	1



4. HAND OVER PROCESS

The @homelivingspace division shipment date (specified as “**Shipment Date**” on the purchase order) stipulates the date within the shipment window (Shipment window runs from Monday to Sunday) the 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** periods 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.

Prior to handing over the order/s to a TFG Freight Forwarder, an Advance Shipping Notification (ASN) is required.

An excel version of the ASN must be downloaded from the supplier support website:

<http://www.suppliers-tfglimited.co.za>

The ASN must be completed and submitted to the relevant DC to capture a minimum of 48 hours prior to handover.

If the ASN is within the allowed tolerances, the ASN will automatically be accepted

NB: An ASN can only be submitted ONCE, therefore suppliers need to ensure all details on the ASN are correct.

5. QUALITY ASSURANCE(QA)

Please refer to Quality Assurance Manual obtainable from TFG Quality team (see Contact details page)



6. TICKETING AND BARCODE LABEL INFORMATION

6.1 PRODUCT LABELLING

- All barcode tickets received for each order must be checked and verified in detail.
- All merchandise must be correctly ticketed before dispatch to our Distribution Centre.
- Under no circumstances may tickets be substituted on orders or SKU's.
- The barcode tickets must match the details in the Purchase order and the product that are sent to Suppliers.

6.2 BARCODE LABEL EXAMPLES AND SIZES

Please refer to Appendix A for the barcode label ordering process.

All homeware stock must have **low tack** barcode tickets and all tickets must be clearly visible after the merchandise has been packaged.

Please note: All labelling that is of “Sticker Type” is to be LOW TACK to enable it to be removed without leaving a torn paper mark on the product.

Please refer to QA manual available from @home

All **FURNITURE** barcode labels must be **HIGH TACK** as they are placed on the **outer carton only** see example below, and not the product, unless stipulated by the Buyer.

CARTON MARKINGS		
Order SKU Unit Qty/ Ctn	Order SKU TFG Apparel Supply Company (PTY) Ltd BARCODE TO GO HERE	The barcode only needs to be on the 1st carton
Vendor	@homelivingspace THE HOMEWARE STORE	
Description	Ship To:	Ship From:
DC Code		Vendor Address
Carton Number		
Made In		
Carton Dimensions (L x B x H)		
Gross Weight		
Net Weight		
Case Pack Qty		



Below are the examples of the different barcode labels for @home, across Homeware and Furniture:

RFID Barcode Label Ticket types (Homeware Only):

RFID Barcode Tickets (prices exclude VAT & delivery costs and are **subject to changes**).

RFID Ticket Code	Ticket Type description	Ticket Artwork	Dimensions	ZAR	USD	RMB
Z1	Perforated swing ticket used for various products		82 x 38mm	1.0151	0.0738	0.4894
Z5	Perforated sticker, mostly used for softs		42 x 24mm	0.8341	0.0626	0.4045
Z7	Perforated sticker, used for the majority of home ware stock		26 x 33mm	0.8073	0.0609	0.3930

Flat 2D Barcode Label Ticket types (Furniture to use type Z9F only):

Non RFID Barcode Tickets (prices exclude VAT & delivery costs and are **subject to changes**)

RFID Ticket Code	Ticket Type description	Ticket Artwork	Dimensions	ZAR	USD	RMB
Z1F	Perforated swing ticket used for various products		82 x 38mm	0.1000	0.0100	0.0700
Z5F	Perforated sticker, mostly used for softs		42 x 24mm	0.0800	0.0100	0.0500
Z7F	Perforated sticker, used for the majority of home ware stock		26 x 33mm	0.0100	0.0500	0.0800
Z9F	Non-perforated sticker, used for Furniture only		38 x 63mm	0.1600	0.0300	0.0900



7. MERCHANDISE PREPARATION

7.1 CARTON SEALING

We encourage suppliers to use only branded tape when sealing cartons that may be exposed to pilferage in transit. The carton seal must create an “H” pattern on both the top and bottom of the carton by sealing across all of the major and minor flaps.



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.

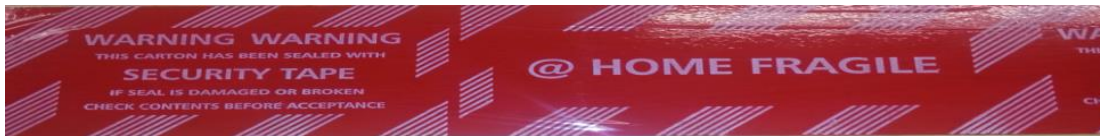
If a furniture item needs to be split into different cartons, each carton must be marked accordingly e.g. 1 of 2, depending on how many separate sections there are. It is also preferable that these cartons are strapped together so that the separate parts do not get misplaced in our Distribution Centre.

7.2 RED TAPE REQUIREMENT FOR FRAGILE MERCHANDISE

Fragile cartons need to be sealed with **RED TAPE** in order for all that are part of the carton movement process, to treat these cartons with special care, in order to minimise breakages. “@home Fragile” should be replaced with relevant vendor name.



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



METAL BANDING OR WIRES are not 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 as agreed by @home.

7.3 CARTON INFORMATION

All cartons delivered into TFG Distribution Centres (DCs) must indicate details relevant to the contents packed. This helps to easily identify and locate orders during receipt process into our DCs.



7.3.1 OUTER CARTON LABELLING

Please note that 2 labels are required to be **applied/ printed** to each carton with details below specified for each shipment:

LABEL 1: ORDER INFORMATION	LABEL 2: ADDRESS INFORMATION
1. Crock Order Number 2. SKU (Product) Number 3. Unit quantity per carton 4. Vendor Name 5. Product Description 6. DC Code 7. Carton Number 8. Made in (Country) 9. Carton Dimensions (LxBxH) 10. Gross Weight 11. Net Weight 12. Case Pack Quantity	1. Order Number 2. SKU (Product) Number 3. TFG Apparel Supply Company (PTY) Ltd 4. @homelivingspace logo 5. Ship to (DC Address) 6. Ship From (Vendor Address)

CARTON LABEL FOR OUTER CARTON	
Order No:	Order
SKU No:	SKU
No Components per SKU	TFG Apparel Supply Company (PTY) Ltd
Component No	 THE HOMEWARE STORE
No Units per Carton	

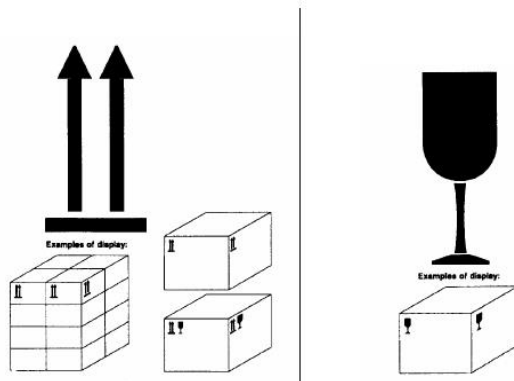
Vendor	
Description	
DC CODE	E
CTN/No	1 of 200
Made in	China
Dimensions LxBxH	600mm x 350mm x 300mm
GW	15 Kg
NW	12.5Kg

Ship To:	Ship From:
	Vendor Address



Please note that whenever the @homelivingspace logo is printed on any carton, the correct registered trademark should be used. The **Font Type is Meta**. All mirror and /or fragile items must have a printed “**FRAGILE**” sign in bold print on all 4 sides of the inner and outer carton. The size of the font for the outer carton must be a minimum of 2.5 cm in height. The inner carton can have labels 10mm in height.

Cartons to be stacked upright (vertical orientation) should be clearly marked with the following symbol:



7.3.2 INNER CARTON (CASE PACK) MARKING

The @homelivingspace SKU number and total case pack unit content quantity must be indicated (please refer to the Purchase order for details).

8. CONTACT DETAILS

TFG Distribution Centre Communication Matrix					
DC -Distribution Centre	DC Physical Address	Category (Position)	Contact Person	Email Address	Telephone Number
TYGERBERG (Homeware - @home) CODE: D	40 Junction Road, Tygerberg Business Park, Parow Industria, Cape Town, 7493 Tel: +27 21 959 9821	DC Manager	Belinda Hendricks	BelindaH@tfg.co.za	+27 21 929 0901
		DC Operations Manager	Riefaad Waggle	RiefaadW@tfg.co.za	+27 21 929 0902
		Assistant Process Manager - Outbound	Carl Hoedemaker (@home)	CarlH@tfg.co.za	+27 21 929 0907
		Process Manager - Inbound	Janine Arries	JanineA@tfg.co.za	+27 21 929 0903
		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
MIDRAND DC (@Homelivingspace JHB, Foschini/The Fix Footwear) CODE: F	2 Pine Road, Lordsvill Allendale Road, Midrand Gauteng, 1619 +27 700 9327	Head of Distributions Centres, Northern Region	Perk Nxumalo	PerkN@tfg.co.za	+27 11 700 9331
		DC Operations Manager	Ntokozo Mvelase	NtokozoMv@tfg.co.za	+27 11 700 9313
		DC Process Manager Inbound	Nomcebo Sibuyi	NomceboS@tfg.co.za	+27 11 700 9311
ASSEGAAI (@Homelivingspace Cape Town) CODE: G	15 Assegaai Street, Parow Industrial, Cape Town 7493	DC Manager	Kim Woodborne	KimWood@tfg.co.za	+27 21 928 6166
		DC Process Manager	Timmy Clayton	TimmyC@tfg.co.za	+27 21 928 6178
		Supervisor - Inbound	Angelique Stuart	AngeliqueS@tfg.co.za	+27 21 928 6177

8.1 ASN SUBMISSIONS AND DELIVERY BOOKINGS

DC NAME	EMAIL ADDRESS FOR ASN	EMAIL ADDRESS FOR BOOKING
Lefic DC	ASN-FOSCHINI-LEF@tfg.co.za	REC-FOSLEF@tfg.co.za
N'dabeni DC - Exact / Markham	ASN-MARKHAM@foschini.co.za	REC-NDA@tfq.co.za
N'dabeni DC - Sport	ASNDSPORTS@tfg.co.za	REC-Sports@tfq.co.za
Midrand DC - Footwear	ASN-FOSCHINI-TYG@foschini.co.za	REC-FOSTYG@tfg.co.za
Tygerberg DC - @Home	ASN-HOME@tfq.co.za	REC-HOME@tfq.co.za
Assegaai DC	ASN-LIVINGSPLACE@tfq.co.za	REC-LIVINGSPLACE@tfg.co.za
Midrand DC	ASN-LIVINGSPLACE@tfq.co.za	REC-LIVINGSPLACE@tfg.co.za



8.2 @HOME DIVISION CONTACT LIST

The following departments can be contacted if there are any further queries:

Werner Barnard

Head of @home Planning

Tel: +27 21 938 1772

E-mail: WernerB@tfg.co.za

Karen Brumfield

Head of @home Buying

Tel: +27 21 938 1349

E-mail: KarenBr@tfg.co.za

Lelani Adamson

Buying Manager - @home

Homeware Departments

Tel: +27 21 938 6304

E-mail: LelaniA@tfg.co.za

Lize Barnard

Buying Manager - @homelivingspace

Furniture Departments

Tel: +27 21 937 5020

E-mail: LizeVi@tfg.co.za

Imports Co-Ordinators

Furniture Only

Aneesa Noor

Tel: +27 21 937 5001

E-mail: AneesaNo@tfg.co.za

Rene Moolman

Tel: +27 21 937 4982

ReneMo@tfg.co.za

8.3 QUALITY ASSURANCE DEPARTMENT

Heike Baros

Technical Manager

021 937 4411

E-mail: HeikeV@tfg.co.za

Jaco Engelbrecht

Technologist – Furniture, Dining & Kitchen

Tel: +27 21 937 5482

E-mail: JacoEn@tfg.co.za

Delia Barker

Technologist – Bed & Bath, Décor, Home Furnishings

Tel: +27 21 938 7798

E-mail: DeliaB@tfg.co.za



9. DELIVERY INSTRUCTIONS

All merchandise must be delivered “CARRIAGE PAID” to the destinations stated on the Purchase Order using the suppliers arranged mode of transport.

All packing slips and invoices must quote the TFG order number.

The supplier's invoice (s) must be issued in the name of the supplier as recorded on the TFG purchase order. The supplier's invoice (s) and statements must be made out in the name of:

**“Trading Division Name” A Division of Foschini Retail Group (Pty) Ltd.
(Invoice (s) and statements that are invoiced incorrectly will be returned to the supplier for re – invoicing, which will result in a delay in payment).**

All statements and invoices must be sent to:

**Foschini Retail Group (Pty) Ltd.,
PO BOX 6020
Parow East
Cape Town
7501**

Please note that original invoices must be sent as per TFG requirements.

The DCs are not permitted to accept faxed email copies of invoices from suppliers.



10. SHIPPING AND DOCUMENTATION

The purpose of this section is to clarify the logistical process and documentation required to transport orders from your country of origin to destination Distribution Centre @home's DC in Cape Town, South Africa.

10.1 ORDER MANAGEMENT

The responsibility to follow up on outstanding orders is shared between suppliers, TFG buyers, **@home Imports Co-ordinators**, the nominated forwarding agent and TFG 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.

10.2 BOOKINGS MADE BY SUPPLIER WITH NOMINATED FORWARDER

It is the suppliers' responsibility to make a booking with our nominated forwarding agents and ensure that cargo is delivered to the consolidation depot with enough time for them to arrange shipment as per the intended shipment date. All orders must be delivered to the nominated forwarders consolidation warehouse **5 days** prior to actual shipment date e.g. for sailing on a Friday the cargo must be delivered to forwarders on the preceding Monday.

Our nominated forwarders will ensure that all orders are consolidated into relevant containers and shipped to South Africa as FCL containers, where applicable. Order consolidation results in a number of benefits, such as reduced cost through improved space utilization, reduced transit times through the use of full containers loads as



opposed to groups or LCL shipments as well as greater security and reduced pilferage by eliminating the use of unpack depots.

Having said that however, 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 container, the supplier is required to make a booking with our nominated forwarders who will arrange with shipping lines to deliver a container directly to the suppliers' warehouse for packing.

10.3 CONTAINER LOADING AND DELIVERY REQUIREMENTS

To expedite the off-loading process of containers in South Africa, suppliers must ensure that all cargo loaded and packed into containers as detailed below:

- **per order – cartons should be grouped by purchase order**
- **per SKU – cartons for each SKU must be grouped together within the purchase order**
- **per colour – cartons must be grouped by colour within each SKU**

Purchase order details are available from the copy sent to supplier by TFG Merchandise team. Supplier is required to use latest purchase order details at all times, if there's been an amendment on the original purchase order, a latest copy should be requested from merchandise team. This copy must be reviewed to ensure all details are correct.

The nominated forwarder must arrange for a container to be delivered to the suppliers' warehouse maximum 24 hours after the booking is made

10.4 SHIPPING DOCUMENTS AND FORMAT OF INVOICES AND PACKING LISTS

The supplier's invoice (s) must be issued in the name of the supplier as recorded on the @homelivingspace 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

Once the cargo has been shipped suppliers must email all documents to **TFG Shipping**

Department:

Mujolaine Martin
Senior Shipping Controller
Tel: + 27 21 938 7222
Fax: + 27 21 935 2125

MujolM@tfg.co.za

Berenice Smart
Senior Shipping Controller
Tel: + 27 21 937 4184
Fax: + 27 21 935 2125

BereniceS@tfg.co.za

Miriam Patel
Senior Manager: TFG SHIPPING: EXPORTS
Tel: +27 21 938 1650
Fax: +27 21 935 2125
MiriamP@tfg.co.za

The Packing List must be detailed and should at a minimum include the following marks and numbers.

- Trading Division.
- Order Number.
- Style Number.
- Colour.
- Carton No.
- Carton Volumetric Measurements (e.g. 65 x 35 x 40cm).
- DC Code.
- Country of Origin.

A full set of these supplier documents must be faxed or emailed to TFG, latest 5 days after the vessel has sailed. A full set of original Supplier documents must be sent to us by courier to:



**“The Shipping Department”
The Foschini Head Office
THE HUG, 17 HUGUENOT STREET
Voortrekker Road
Parow East
Cape Town
South Africa
7501**

A full set of original documents must arrive in Cape Town a minimum of 3 days before the vessel ETA. Failing this the release of cargo could be compromised.

10.5 DOCUMENTS REQUIRED VIA SEAFREIGHT

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).**
- **Fumigation Certificate if the product has been fumigated.**
- **House Bill Of Lading.**

Please ensure that all wood or products containing wood as well as natural fibres e.g. wicker, rattan and cane must be fumigated prior to shipment. The relevant authorities in the country of export must issue a Fumigation Certificate.

10.6 PENALTIES FOR LATE RECEIPT OR 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 Foschini Group's Shipping department.

11. FREIGHT FORWARDER DETAILS



Communication and Escalation

PROPOSED TIMELINES



Category	Contact Person 1	Email Address 1	cc Email Address 2	Escalation Point	Email Address	Escalation Point 2
Account Manager	Amanda Pukwana	amanda@allportcargoservices.co.za	tfg@allportcargoservices.co.za	Ronel Aspelng	Ronel@allportcargoservices.co.za	Patrick Duffy
Account Manager	Nicole Van Eck	nicole@allportcargoservices.co.za	tfg@allportcargoservices.co.za	Amanda Pukwana	Amanda@allportcargoservices.co.za	Ronel Aspelng
Origin Management	Chelsea De Freitas	Chelsea@allportcargoservices.co.za	tfg@allportcargoservices.co.za	Genevieve Paino	Genevieve@allportcargoservices.co.za	Amanda Pukwana
Invoices & Finance	Zandile Mqhayi	zandile@allportcargoservices.co.za	invoicing@allportcargoservice.co.za	Stacey De Klerk	stacey@allportcargoservices.co.za	Amanda Pukwana
Clearing Instructions	Firdous Fortune	firdous@allportcargoservices.co.za	tfg@allportcargoservices.co.za	Sharon Hendrick	sharon@allportcargoservices.co.za	Amanda Pukwana
LIMA Technical Issues	Sean Constance	Sean@allportcargoservices.co.za	support@allportcargoservices.co.za	Tschyana Hurter	tschyana@allportcargoservices.co.za	Amanda Pukwana
Customs Entries	Muneeb Samsodien	Muneeb@allportcargoservices.co.za	tfg@allportcargoservices.co.za	Johannes Fouche	johannes@allportcargoservices.co.za	Amanda Pukwana
Deliveries	Bryan Hendricks	Bryan@allportcargoservices.co.za	tfg@allportcargoservices.co.za	Moeshfeeqa Van Niekerk	moeshfeeqa@allportcargoservices.co.za	Amanda Pukwana
Warehouse/ Exports	Caron Bartlett	caron@allportcargoservices.co.za	acswfloor@allportcargoservices.co.za	Johannes Fouche	johannes@allportcargoservices.co.za	Amanda Pukwana

STANDARD Response

4 - 6 hours and latest 24 hours

↓

URGENT Response

2 - 4 hours and latest same day (6 hours)

↓

HOT

2 hours and earlier (phone call)

12. RETURN TO VENDOR (RTV)

Please refer to QA Manual available from @home



13. REGISTERED TRADEMARK

Please use the following logo on all cartons:



Pantone Colour Reference: Cool Grey 10 (Optional or in black.) Font Type: Meta (Not Optional.)



APPENDIX A: BARCODE TICKET LABEL INFORMATION

ITL is the nominated supplier for all @home barcode label tickets. Barcode tickets may not be printed by a supplier/factory or another printing company. All suppliers must open an account with ITL as they will be liable for all costs incurred for printing and transporting the barcode labels to the factory. These costs, where necessary, can be passed onto @home.

All new suppliers will receive communication from @home Central Planning when they have been loaded onto the @home system.

The process to follow when this communication is received is:

- Supplier to complete the Credit Application form, ensuring that pages 1 and 2 on Conditions of Sale are initialled by the signatory and the witnesses before returning to ITL.
- ITL requires the supplier to list the people that will be responsible for ordering barcode label tickets, this is very important to ensure that the process runs smoothly.
- Confirmation will be sent by ITL to the supplier once the account has been set up, the login credentials and training material will be included.
- Once an order has been placed by @home, the supplier will receive an automated email notification from ITL acknowledging that the relevant barcode labels can be ordered.
- Supplier must log into LabelVantage portal, select the relevant @home order and place the order for the barcode labels.

Lead times:

The standard lead time for supply is 3 Working Days **EX WORKS** from the time the order is placed and confirmed on the **ITL Online Ordering System (LabelVantage)** which is the web based platform where orders will be placed.

Order/despatch cut off times are listed below. This will be used to calculate the three working days:

- Orders placed before 12:00pm (*Noon – SA time*): 2 working days
- Orders placed after 12:00pm (*Noon – SA time*): 3 working days



Below is a list of delivery methods that is available, but please note that there are cost variances for each, which is obtainable from ITL:

TICKET TYPES	PRODUT LEAD TIMES	DETAIL
Tickets to Supplier	Produced within 3 working days from the day the order is placed	If the order is placed before 12h00, that day order is placed will count as Day 1 of the 3 days. For orders placed after 12h00 Day 1 of the 3 days will be the day after the day the order is placed.
Tickets to HO/DC	Produced within 2 working days from the day the order is placed	If the order is placed before 12h00, that day will be counted as Day 1. Orders placed after 12h00, the following day is counted as Day 1.
Re-prints to HO/DC	Produced within 24 hours from when ITL confirms the receipt of file request	Reprints must be clearly identified.

REGION	TRANSPORT METHOD	PROXIMITY	DELIVERY LEAD TIMES	DELIVERY COST IMPLICATIONS	TOTAL LEAD TIME FOR SUPPLY - WORKING DAYS		
					DELIVERY AT SOURCE / SUPPLIER	DELIVERY TO TFG HO / DC	DELIVERY TO TFG HO / DC (PRICE CHANGE)
LOCAL: (South African Supply)	Road Transport	Metropolitan Area	Morning & Afternoon from ITL factories	Free delivery from ITL factories	3 to 4	2 to 3	24-36 hours
		Outside of Metropolitan Area	2-4 days delivery (Done with ITL provider DSV)	Weight & Distance determines the cost	5 to 7	4 to 6	2-4 days
	Supplier Courier & Collection	From ITL factories	Supplier courier/driver to collect from ITL factories	Supplier dependent	3 + supplier transport days	2 + supplier transport days	-
		Local Overnight deliveries	Next day delivery from ITL factories	Weight & Distance determines the cost	4 to 5	3 to 4	-
		Priority Overnight Delivery	Next day delivery before 10:00am from ITL factories	Weight & Distance determines the cost	4 to 5	3 to 4	24-36 hours
		Export Order deliveries	2-4 days delivery - ITL Delivers from its factories to suppliers in Mauritius, Madagascar, etc.	Weight & Distance determines the cost	5 to 7	N/a	-
OFF SHORE: (Territories Outside of SA)	Freight Forward – SF Express	ITL Factory	1-3 day delivery period depending on the proximity of the destination and the time of despatch.	Weight & Destination determines the cost	4 to 6	3 to 5	-

Below is a list of the Local contact details for ITL, the list of the Import contact details can be requested from ITL.

Type of Query	ITL Contact Name	Email Address	Telephone Number
Order Status/Despatch (CPT)	Mikhaela Blaauw	mikhaela.blaaue@itl-group.co.za	021 590 1129
Order Status/Despatch (KZN & Gauteng)	Zayn Hoosen	zayn.hoosen@itl-group.co.za	031 204 9200
Other (Account issues etc)	Jonathan Cardoso	Jonathan.cardoso@itl-group.co.za	021 590 1227
ITL Escalations	Robert Geland	robert.geland@itl-group.co.za	021 590 1100

Please refer to the link below on reordering of barcode ticket labels for International Suppliers.

[TFG Ticketing Reprints Process Imports.pdf](#)