



Released September 2016

JEWELLERY



AMERICAN SWISS  
FINE JEWELLERS SINCE 1896



STERN S  
1896

MAT & MAY

PRIME TIME

# **DELIVERY CONFORMANCE GUIDELINE MANUAL FOR JEWELLERY**

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## **INTERNATIONAL SUPPLIERS**

*This Delivery Guideline Manual replaces all previous Delivery Guideline Manuals published prior to September 2016.*

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## 1. INTRODUCTION

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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@tfq.co.za](mailto:DeliveryConformance@tfq.co.za) to ensure reports are published to correct details.**

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

- **American Swiss**
- **Sterns**
- **Foschini Jewellery (where applicable)**
- **Mat & May**

**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](mailto:deliveryconformance@tfg.co.za)

*This Delivery Guideline Manual replaces all previous Delivery Guideline Manuals.*

## 2 PACKING

Each parcel must have a copy of the suppliers manifest attached to the outside of the carton/parcel and marked INVOICE/MANIFEST ENCLOSED (See Appendix 1). This ensures that we are able to verify that all orders listed are actually in the parcel.

**American Swiss, Mat & May, Foschini and Sterns** merchandise must not be placed in the same parcel/carton. Each parcel must be clearly marked on the outside.

- American Swiss
- Sterns
- Foschini Jewellery
- Mat & May

The Distribution Centre will not be held responsible for any listed orders, if there is no manifest enclosed.

## 3 CARTON / PARCEL PACKAGING

### 3.1. CARTON REQUIREMENTS

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

<b>Carton Dimensions</b>	<b>Length (cm)</b>	<b>Breadth (cm)</b>	<b>Height (cm)</b>	<b>Maximum Weight per carton (KG)</b>
<b>Maximum Dimensions</b>	69	38	42	18.5

### 3.2. CARTON SPECIFICATIONS

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

**Table 4.2: ECT Requirements Guidelines**

CARTON WEIGHT (max gross mass)		MIN EDGE CRUSH TEST VALUE (ECT)	
Kg	LBS	kN/m	Lbs per inch
0 - 10	Up to 22	4.9	28
10.1 – 15	22.1 to 33	5.5	31
15.1 – 18.5	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)**

This is a measure of the strength of the corrugated board and the aim of the test is to ensure that strong cartons are used that will ensure that product is not open to damages, losses and theft. The ECT process is performed as follows:

- Samples are randomly selected to be tested within each DC
- Inner undamaged flaps are selected and sent to TFG ECT lab for testing
- Sample size of 100mmx25mm is tested in accordance with FEFCO and ISO 3037 standards.
- Factors such as humidity and handling are taken into account upon calculating the ECT result
- Should a sample fail, the sample is retested and results recorded accordingly
- If the sample fails this is captured on Warehouse management system and will reflect on the supplier's weekly delivery conformance report.
- Monetary penalty will be levied against supplier
- 20% of all orders delivered into each DC are tested.

Suppliers are required to ensure their 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 have them sent to:

**ATTENTION: ECT**  
40 Junction Road  
Tygerberg Business Park  
Parow Industria  
Cape Town  
7535

- Please include contact details to enable us to send you the results.
- Results will be sent to suppliers a 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.
- Cartons cannot be over / under packed as they may collapse during transit.
- 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.

### **3.3. 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 or brown tape may be used.



Fig 4.1: 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.

## **4 INVOICING**

Each order must be on a **separate** invoice detailing the following information:

- Invoice Number
- Order Number
- Promotion (e.g. Valentine's Day or Mother's Day if applicable)
- Product Number
- Supplier Reference
- Number of units
- Transfer Number if applicable
- Diamond Weight as measured by the supplier
- \*Replenishment orders must indicate seven or two day payment on invoices

## 5 CARTON/PARCEL INFORMATION

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All cartons/packets/parcels must be securely closed and marked with the following information:

- Purchase Order number
- Product number
- Number of units
- Payment days for replenishment orders
- Replenishment orders must be clearly stated as "REPLENISHMENT ORDER"
- Fine jewellery invoices attached to the order
- Watch invoices on outside of carton
- Under no circumstances will opened parcels be accepted by the DC
- All plastic bags / orders to be packed into new cartons or plastic packaging. This is an insurance requirement, therefore cannot be altered without the Insurance service provider's consent.
- Each cardboard carton/box or plastic container to be weighed, and weight recorded on documentation handed over to Forwarding Agent.
- Each carton / box or plastic container to include a copy of the packing list (i.e. the list of all orders included) – see **APPENDIX B.**
- Address / Mark all cartons/boxes or plastic containers as TFG RETAIL. Please do not mark cartons/boxes or plastic containers for Foschini Group, American Swiss, Mat & May, Sterns or Foschini.
- Suppliers must ensure that the carton/box or plastic container is completely filled to prevent cartons collapsing and getting damaged in transit.
- Each cardboard carton/box to be securely sealed with supplier tape and sealed with metal plates inside all 6 sides of carton, strapped and metal sealed on the outside. Plastic containers to be securely sealed with a metal seal on the outside.

## 5.1 CARTON MARKING: WATCHES ONLY

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<b>Supplier Name:</b>
P/I _____ P/O _____
Model _____
Customer Ref : _____
Qty _____ Pcs
C/No. _____ Weight _____Kgs

- P/I = Pro-forma Invoice number
- P/O = Purchase Order that you receive with the tickets/stickers/labels
- Model = Supplier Model number
- Customer Ref = TFG style number on Purchase Order.

## 6 TICKETING, PACKING AND PACKAGING

### 6.1 GENERAL

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**Approximately 6 weeks** prior to delivery date, the price tickets and copies of purchase order for each style will be dispatched to suppliers. If the tickets are not received within 10 days prior to delivery date, the relevant buying department's Buyer or buyer's clerk must be contacted before dispatching the merchandise.

Once the tickets are received by the supplier, please ensure that the tickets correspond to the merchandise and that sufficient tickets have been sent.

All tickets are white with back print

The supplier is required to ticket each item with the correct ticket in the correct position as identified in the manual

Please note that if there are shortages in the number of tickets received, please immediately contact:

**Jenean Sebybo:** Email: [JeneanS@tfg.co.za](mailto:JeneanS@tfg.co.za) , Tel: +27 21 938 1519

**Brendon Miller:** Email: [BrendonM@tfg.co.za](mailto:BrendonM@tfg.co.za) Tel: +27 21 938 1750



## 6.2 JEWELLERY TICKET POSITIONS (see APPENDIX A for illustration)

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- Rings – on shank (sets)
- Studs – through butterfly or post
- Hoops – through butterfly or post/through jump-ring of shepherd's hook
- Chain – through bolt-ring
- Pendants/charms – through bale (for pendants without chain)

## 6.3 JEWELLERY PACKING AND PACKAGING (see APPENDIX A for illustration)

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Suppliers are required to adhere to the requirements below:

- Individual items must be placed into individual clear plastic bags
- No jewellery is to be wrapped in tissue paper prior to being placed in their plastic bags
- **Important:** Staple bags in quantities of 5 or 10 with all tickets facing the same direction in the front of each plastic bag
- Tickets must be clearly visible for scanning purposes within the DC
- Merchandise sent off without tickets, are to be placed in a separate bundle
- All jewellery on plastic stands must be wrapped in bubble wrap to ensure safe transport. A ticket must be placed on the stand and on the outside of the bubble wrap.
- Indicate the quantity of units on the stand on the outside of the bubble wrap

## 6.4 LOOSE DIAMONDS

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Foschini Group Jewellery complies with the diamond guarantee known as the KIMBERLEY PROCESS. This warrants that all diamonds supplied have been purchased from legitimate sources not involved in funding of conflict, in compliance with the United Nations Resolutions. Diamonds supplied by **American Swiss, Foschini or Sterns** are to be removed, put into a separate parcel and marked for the attention of the loose diamond apartment:

THE LOOSE DIAMOND DEPARTMENT  
4<sup>th</sup> FLOOR  
STANLEY LEWIS CENTRE BUILDING  
340 VOORTREKKER ROAD  
PAROW EAST  
7501

**NB: No loose diamonds will be accepted by the DC.**

## 6.5 WATCHES

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Suppliers are required to adhere to the requirement below:

- Supplier will receive 2 tickets per item
- One ticket must be placed on the case back of the watch
- The second ticket must be placed on the outside of the bubble bags, tins, or package
- Ensure that the ticket on the outside corresponds with the ticket on the case back
- All tickets on the packaging must be visible for scanning
- Instruction Manuals/Guarantees/c-clip must be placed inside the tin/ pouch
- The watch must be placed in a bubble bag on the outside of the tin/pouch
- The bag/bubble wrap should be sealed by means of staple or tape

## 6.6 EYEWEAR

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Suppliers are required to adhere to the requirement below:

- Supplier will receive 2 rattach tickets per item
- 1 rattach ticket to be affixed to the packaging (cut off the tail) and the other rattach ticket to be affixed to the sunglass ticket which will be secured to the left arm/temple - as explained by the Mat & May/Matrix buying department. Refer to Annexure 3
- Ensure that the ticket on the sunglass arm corresponds with the ticket on the packaging

## 6.7 MAT & MAY

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Suppliers are required to adhere to the requirement below:

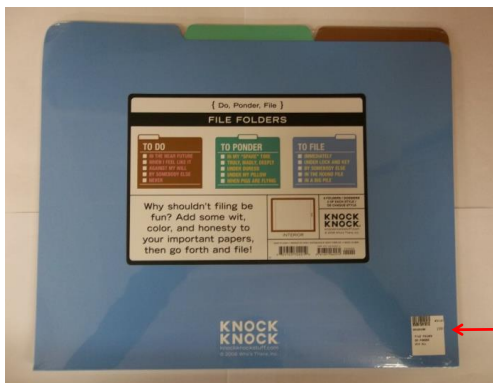
- Refer to the ticketing instruction below:
- Tickets will be sent to suppliers to ticket stock prior to delivery. Some suppliers will receive swing tags.
- Suppliers to attach the swing tag to the merchandise as per the instruction.
- In the case where the suppliers are issued with rattach tickets, the tail must be cut off (if the ticket is attached to a flat/square item) see instruction.
- All bags to be stuffed with tissue paper
- All swing tags to be applied by a loop lock (supplier own cost)



- Sticky note pad:
- Label placement – bottom right hand corner.
- Use a rattail ticket and cut off the tail



- USB port:
- Label placement - bottom right hand corner of the inner carton.
- Label placement - on the USB lead (using a Rat-tail label)

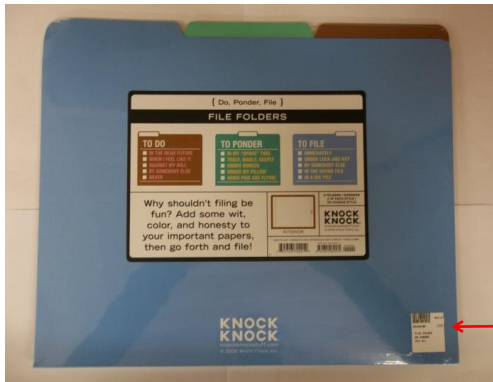


- File Folder:
- Label placement – bottom right hand corner.
- Use the rattail ticket and cut off the tail



- Wallet & swing tag:
- Label placement - bottom right hand corner of the inner carton.
- Label placement – ticket to be placed in the bottom right hand corner of Mat & May swing tag

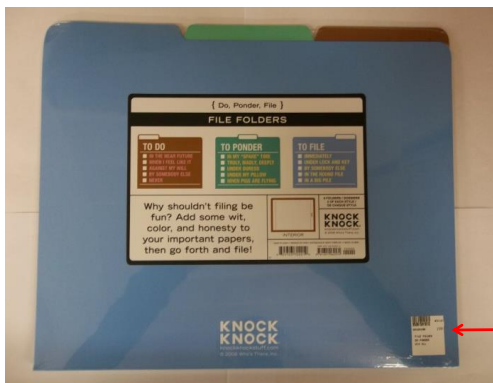




- File Folder:
- Label placement – bottom right hand corner.
- Use the rattail ticket and cut off the tail



- Wallet & swing tag:
- Label placement - bottom right hand corner of the inner carton.
- Label placement – ticket to be placed in the bottom right hand corner of Mat & May swing tag



- File Folder:
- Label placement – bottom right hand corner.
- Use the rattail ticket and cut off the tail

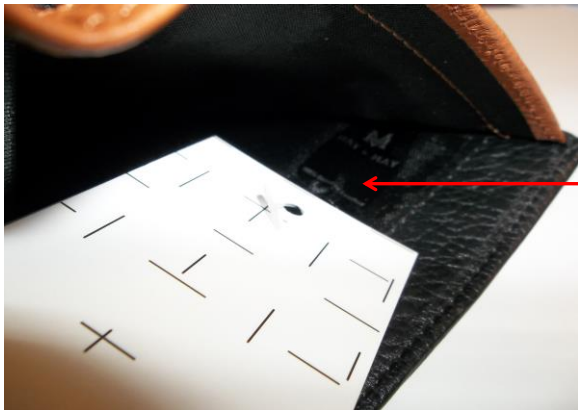


- Wallet & swing tag:
- Label placement - bottom right hand corner of the inner carton.
- Label placement – ticket to be placed in the bottom right hand corner of Mat & May swing tag





- Eyewear
- Label placement to be secured to the left arm/temple.



- Wallet:
- Swing ticket should be attached to the wash care label
- Ticket placement should be on the swing ticket :botttom right hand corner.

## 7 Return to Vendor (RTV)

Suppliers are responsible for transportation of merchandise being returned at their expense. Any orders returned will be at the supplier's expense. The shipping department will contact the Supplier to arrange the returns and confirmation letter.

The RTV will state reasons for returns, with instructions to either:

- Replaceable (return to DC).
- Not replaceable (do not return to the DC)

### 7.1 REPLACEABLE (RETURN TO DC)

TFG will inform the supplier of the replacement instructions. The replacement must be delivered to the DC within the agreed upon time. A new purchase order number needs to be obtained for any part RTVs PRIOR to delivery into DC. Returned Merchandise must be **RE-INVOICED** stating:

- The RTV No.
- Order number.
- Product No.
- Suppliers reference number.

- Unit cost price.
- Units.

### Contact numbers and department for queries:

For Quality Related problems, please contact QC (021) 938-1728.

For Incorrect Ticketing, Invoicing or Packaging, please contact the Distribution Centre (021) **938 1025**.

## **7.2 NOT REPLACEABLE**

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Merchandise that has been rejected by American Swiss, Mat & May, Foschini or Sterns should not be returned to the DC.

A credit note must be passed and sent to Accounts Payable Department quoting the following information from the RTV:

- The RTV number.
- The Order No.
- The Product number
- The number of units.
- Unit cost

## **8. PAYMENT**

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All payments are processed as Telegraphic Transfer (TT). Suppliers must provide quarterly statements.

For all payment queries please contact:

**Berenice Smart**

[BereniceS@foschini.co.za](mailto:BereniceS@foschini.co.za)

Tel: + 27 21 937 4184

Fax: + 27 21 935 2125

Suppliers to ensure that the following is stated on the **CREDIT NOTE**:

- Order No.
- Product no
- Supplier Reference No. (your style reference)
- Cost Price (FOB price)
- Quantity (units)

## 9. SHIPPING REQUIREMENTS

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### 9.1 DELIVERY TERMS

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The Foschini Group Jewellery operates on FCA basis, i.e. TFG will cover the cost of goods from the Aircraft to the destination. It is imperative that merchandise is ready for collection by the Forwarding Agent on the despatch/pick-up date.

Merchandise for TFG RETAIL (**American Swiss, Mat & May, Sterns & Foschini**) must be shipped together, unless requested differently by the Buyer or Imports Administrator.

- The Forwarding Agents listed in par 2 (b), are the only conduits used by the Foschini Retail Group Jewellery. No other conduit or carrier is authorised to ship our goods.
- Samples and Specials that accompany bulk delivery/shipment, must be invoiced, packed and marked **separately**.
- Any late deliveries will be subject to cancellation and if accepted later, the supplier will be liable for the shipping costs.
- Any queries regarding the order can be directed to the Buyer or Buyer's Assistant
- Samples and Specials that accompany bulk delivery/shipment, must be invoiced, packed and marked separately

### 9.2 EXPORTS

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Exports are arranged on a FREIGHT COLLECT BASIS. This means that the Supplier/Manufacturer is responsible for the full cost of the export.

All exports for TFG RETAIL is forwarded via **ALLPORT CARGO SERVICES (ACS) & RAM**



JEWELLERY

Released September 2016

**ALLPORT CARGO SERVICES CONTACT DETAILS**

OFFICE	NAME	POSITION	DIRECT LINE	EXT	MOBILE	EMAIL ADDRESS
<b>DALIAN OPERATIONS</b>	<b>DALIAN Fax : 86-411-82713070</b>					
	Xu Yong	Operation Manager	86-411-82779232		86-13841162592	<a href="mailto:xuyong@cargofe.com.cn">xuyong@cargofe.com.cn</a>
	Dawn Qi	Section chief	86-411 82779250		86-13079811822	<a href="mailto:dawnqi@cargofe.com.cn">dawnqi@cargofe.com.cn</a>
	Michael Zhou	Operation	86-411 82779267		86-13940990255	<a href="mailto:MichaelZhou@cargofe.com.cn">MichaelZhou@cargofe.com.cn</a>
	<b>Office Address: ROOM 701, SINOTRANS LIAONING (DALIAN) BUILDING NO.85 RENMIN ROAD,ZHONGSHAN DISTRICT DALIAN</b>					
<b>Warehouse Address: DALIAN DAYAOWAN,The Logistics Park Railway assembly center</b>						
<b>FUZHOU OPERATIONS</b>	<b>FUZHOU Switchboard : 86 - 591 - 87279363 Fax : 86 - 591 - 87279373</b>					
	Betty Huang	Operation Manager	86-591-87279856	856	86-591-13799913298	<a href="mailto:bettyhuang@cargofe.com.cn">bettyhuang@cargofe.com.cn</a>
	William Bian	Operation	86-591-87279849	849	86-591-13960885910	<a href="mailto:williambian@cargofe.com.cn">williambian@cargofe.com.cn</a>
	<b>Office Address: 16A, World Trade Plaza, No. 71 Wusi Avenue, Fuzhou 350003, CHINA</b>					
<b>Warehouse Address: 230 Warehouse, 113, Luoxing Road, Mawel, Fuzhou, Fujian</b>						
<b>GUANGZHOU OPERATIONS</b>	<b>GUANGZHOU Fax : 86-20-81304809</b>					
	Connie Ho	Office Manager	86-20-81306688	128	86-13902277206	<a href="mailto:connieho@cargofe.com.cn">connieho@cargofe.com.cn</a>
	Guo Ping	Operations Manager	86-20-81301795	134	86-13802903383	<a href="mailto:guoping@cargofe.com.cn">guoping@cargofe.com.cn</a>
	Wing Chan	Assistant Operations Manager	86-20-81306425	118	86-13903014999	<a href="mailto:wingchan@cargofe.com.cn">wingchan@cargofe.com.cn</a>
	Lee Gu	Operations	86-20-81303690	116	86-13826026029	<a href="mailto:leegu@cargofe.com.cn">leegu@cargofe.com.cn</a>
	Cindy Liang	Documentation Clerk	86-20-81301763	124	86-13560251730	<a href="mailto:cindyliang@cargofe.com.cn">cindyliang@cargofe.com.cn</a>
<b>Office Address: Room 1508-1510, Bank of America Plaza, 555 Ren Min Road Central, Guangzhou 510145, China</b>						
<b>Warehouse Address: No.3, Wenchon DongLu, HuangPu, GuzngZhou 510725, China (GuangZhou Yuantai &amp; Xinsanly Container Engineering Co.LTD.)</b>						
<b>HONG KONG OPERATIONS</b>	<b>HONG KONG Switchboard : 852 - 2481 8308 Fax : 2481 8401</b>					
	Ryan Chiu	Operations & Documentation Manager	852 3110 8956	-	852 9422 2401	<a href="mailto:ryanchiu@cargofe.com">ryanchiu@cargofe.com</a>
	Chris Chan	Supervisor	852 3110 8957	-	852 9729 4161	<a href="mailto:chrischan@cargofe.com">chrischan@cargofe.com</a>
	Terry Chen	Documentation Clerk	86 755 3332 2349	-	86 137 6070 5134	<a href="mailto:terrychen@cargofe.com.cn">terrychen@cargofe.com.cn</a>
	<b>CFS Warehouse: Room 9008-9010E, 9016-9021E, ATL Logistics Centre B, Berth 3, Kwai Chung Container Terminals, Kwai Chung, N.T., Hong Kong</b>					



<b>NINGBO Switchboard : 86 - 574 - 87028666 Fax : 86 - 574 - 87028600</b>						
<b>NINGBO OPERATIONS</b>	Shelly Hu	Operations Executive	86-574-87028655	<b>8655</b>	-	<a href="mailto:shellyhu@cargofe.com.cn">shellyhu@cargofe.com.cn</a>
	Sally Zhou	Operation Manager	86-574-87028658	8658	86-574-13116629736	<a href="mailto:sallyzhou@cargofe.com.cn">sallyzhou@cargofe.com.cn</a>
	Bob Li	Section Chief	86-574-87028615	8615	86-574-13819874370	<a href="mailto:bobli@cargofe.com.cn">bobli@cargofe.com.cn</a>
	Vincent Chen	Operations Executive	86-574-87027295	7295	86-574-15657872167	<a href="mailto:vincentchen@cargofe.com.cn">vincentchen@cargofe.com.cn</a>
	Miranda Yang	Lima Operator	86-574-87006882	6882	86-574-15990285561	<a href="mailto:mirandayang@cargofe.com.cn">mirandayang@cargofe.com.cn</a>
	Rona Shi	Documentation Clerk	86-574-87027247	7247	86-574-15867434526	<a href="mailto:ronashi@cargofe.com.cn">ronashi@cargofe.com.cn</a>
<b>Office Address: ROOM 11-1~11-4, YIN YI TIMES SQUARE, # 8, LENG JING STREET, HAISHU DISTRICT, NINGBO 315000, CHINA.</b>						
<b>Warehouse Address: CFS1 No55 Yong Ding River Road Xia Pu International Logistics Park Beilun Ningbo, China</b>						
<b>QINGDAO Switchboard : 86-532-85027996 Fax : 86-532-85028687</b>						
<b>QINGDAO OPERATIONS</b>	Grace Liu	Operations Manager	86-532-68095186	-	86-13864809535	<a href="mailto:graceliu@cargofe.com.cn">graceliu@cargofe.com.cn</a>
	Anthea Yuan	Section Chief	86-532-68095212	-	86-13375582259	<a href="mailto:antheayuan@cargofe.com.cn">antheayuan@cargofe.com.cn</a>
	<b>Office Address: C 405 Full Hope Plaza, NO. 12 HK Middle Road, Qingdao City 266071</b>					
<b>Warehouse Address: NO.358, Long Gang Shan Road, Qingdao Economic Development Area 266500</b>						
<b>TIANJIN Switchboard : 86-22-58299696 Fax No.: 86-22-58299619</b>						
<b>TIANJIN OPERATIONS</b>	Julia Guo	Operation Manager	86-22-58299696	211	13821177928	<a href="mailto:juliaguo@cargofe.com.cn">juliaguo@cargofe.com.cn</a>
	Winnie Dong	Sectin Chief	86-22-58299696	207	13752404960	<a href="mailto:winniedong@cargofe.com.cn">winniedong@cargofe.com.cn</a>
	Tracy Su	Operation Executive	86-22-58299696	205	13821346883	<a href="mailto:tracysu@cargofe.com.cn">tracysu@cargofe.com.cn</a>
<b>Office Address: ROOM 2202,CENTRE PLAZE,NO.188 JIEFANGBEI ROAD,HEPING DISTRICT,TIANJIN,CHINA 300042</b>						
<b>CFS Warehouse: No. 158 Jingmen Blvd, Xingang Port, Tianjin 300461, China</b>						
<b>SHANGHAI Switchboard : 86 - 21 - 23207777 Fax : 86 - 21 - 53850600</b>						
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	Yaya Ying	Section Chief	86-21-23207803	7803	86-21-13918818415	<a href="mailto:yayaying@cargofe.com.cn">yayaying@cargofe.com.cn</a>
	Teresa Zhou	Operators Controller	86-21-23207922	7922	86-21-13621968861	<a href="mailto:TeresaZhou@cargofe.com.cn">TeresaZhou@cargofe.com.cn</a>
<b>Office Address: 13F &amp; 15F A/B, GANGTAI PLAZA, 700 EAST YANAN ROAD, SHANGHAI, CHINA</b>						
<b>Warehouse Address: No. 668, Qiu Xiang Road (cross Jie Chang Road), Yangshan</b>						

OFFICE	NAME	POSITION	DIRECT LINE	EXT	MOBILE	EMAIL ADDRESS
<b>SHANTOU OPERATIONS</b>	<b>SHANTOU Switchboard : 86 754 - 8883 4477 Fax : 86 754 - 8883 4499</b>					
	Kelly Lin	Marketing Manager	86 754 8883 4477	-	86 754 8883 4499	<a href="mailto:kelly@cargoswa.com">kelly@cargoswa.com</a>
	Doris Xu	Marketing Manager	86 754 8883 4477	-	86 754 8883 4499	<a href="mailto:doris@cargoswa.com">doris@cargoswa.com</a>
	Ella Zhuang	Operation Supervisor	86 754 8883 4477	-	86 754 8883 4499	<a href="mailto:ella@cargoswa.com">ella@cargoswa.com</a>
<b>CFS Warehouse: Ba Da warehouse - the first floor, No. 11,Shaoshan road, Zhujin district, Shantou, China</b>						
<b>SHENZHEN OPERATIONS</b>	<b>SHENZHEN Switchboard : 86 -755-33398000 Fax : 86 -755-33398111</b>					
	Michael Yang	Operations Manager	86-755-33398198	2198	86-13825290510	<a href="mailto:michaelyang@cargofe.com.cn">michaelyang@cargofe.com.cn</a>
	Angela Zhang	Senior Section Chief	85-755-33398031	8031	86-13823220048	<a href="mailto:angelazhang@cargofe.com.cn">angelazhang@cargofe.com.cn</a>
	Amy Zhang	Section Chief	86-755-33398269	8269	86-13691789959	<a href="mailto:amyzhang@cargofe.com.cn">amyzhang@cargofe.com.cn</a>
	Savina Qiu	Senior Operations Executive	86-755-33398021	8021	86-13424291325	<a href="mailto:savinaqiu@cargofe.com.cn">savinaqiu@cargofe.com.cn</a>
	Cathy Cheng	Operations Executive	86-755-33398089	8089	86-13510642709	<a href="mailto:cathycheng@cargofe.com.cn">cathycheng@cargofe.com.cn</a>
<b>Office Address: 25/F, Anlian Plaza, No. 4018, Jintian Road, Futian district, Shenzhen, Guangdong Province, P.R. China *Effective 16 Mar* Office Address: 37 Floor, Tower A, Block 1, Xintian Century Business Centre, No. 89 Street 2, Shixia North, Futian District, Shenzhen</b>						
<b>Warehouse Address: Lot 19, Hinterland Area of Yantian Port, Three street Yong An, Yantian District Shenzhen 518083, P.R. China</b>						
<b>XIAMEN OPERATIONS</b>	<b>XIAMEN Switchboard: 86-592-5677666/555 Fax No.: 86-592-5677567/700</b>					
	May Shi	Operations Manager	86-592-5677632	-	86-13599518493	<a href="mailto:Mayshi@cargofe.com.cn">Mayshi@cargofe.com.cn</a>
	Rita Cai	Assistant Operations Manager	86-592-5677633	-	86-13850070993	<a href="mailto:ritacai@cargofe.com.cn">ritacai@cargofe.com.cn</a>
	Funny Zhang	Section Chief	86-592-5677676	-	86-13850159253	<a href="mailto:Funnyzhang@cargofe.com.cn">Funnyzhang@cargofe.com.cn</a>
	Rachel Wang	Documentation Clerk	86-592-5677658	-	86-13806003236	<a href="mailto:RachelWang@cargofe.com.cn">RachelWang@cargofe.com.cn</a>
	Mickey Chen	Documentation Clerk	86-592-3301817	-	-	<a href="mailto:mickeychen@cargofe.com.cn">mickeychen@cargofe.com.cn</a>
	Jasmin Wu	LIMA Clerk	86-592-3301839	-	-	<a href="mailto:Jasminwu@cargofe.com.cn">Jasminwu@cargofe.com.cn</a>
<b>Office Address: FLOOR 11, HAITIAN LOGISTICS CENTRE,NO 1, HAITIAN ROAD,XIAMEN</b>						
<b>Warehouse Address: Intersection of Nanhai one Road &amp; Jiaosong Road, Haicang Developing Area, Xiamen361026, China (XIAMEN SINGAMAS YIHUI CONTAINER CO., LTD. )</b>						

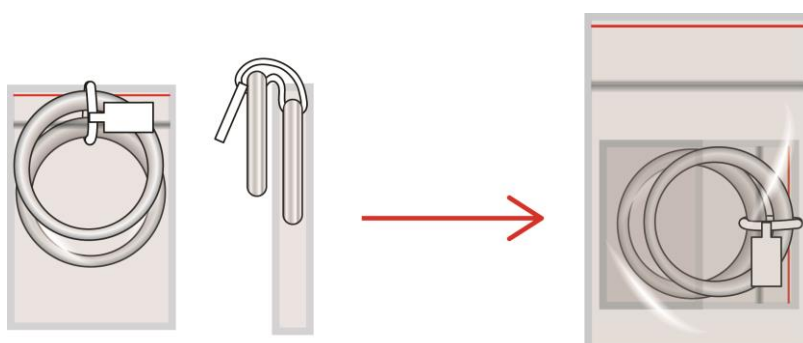
## JEWELLERY

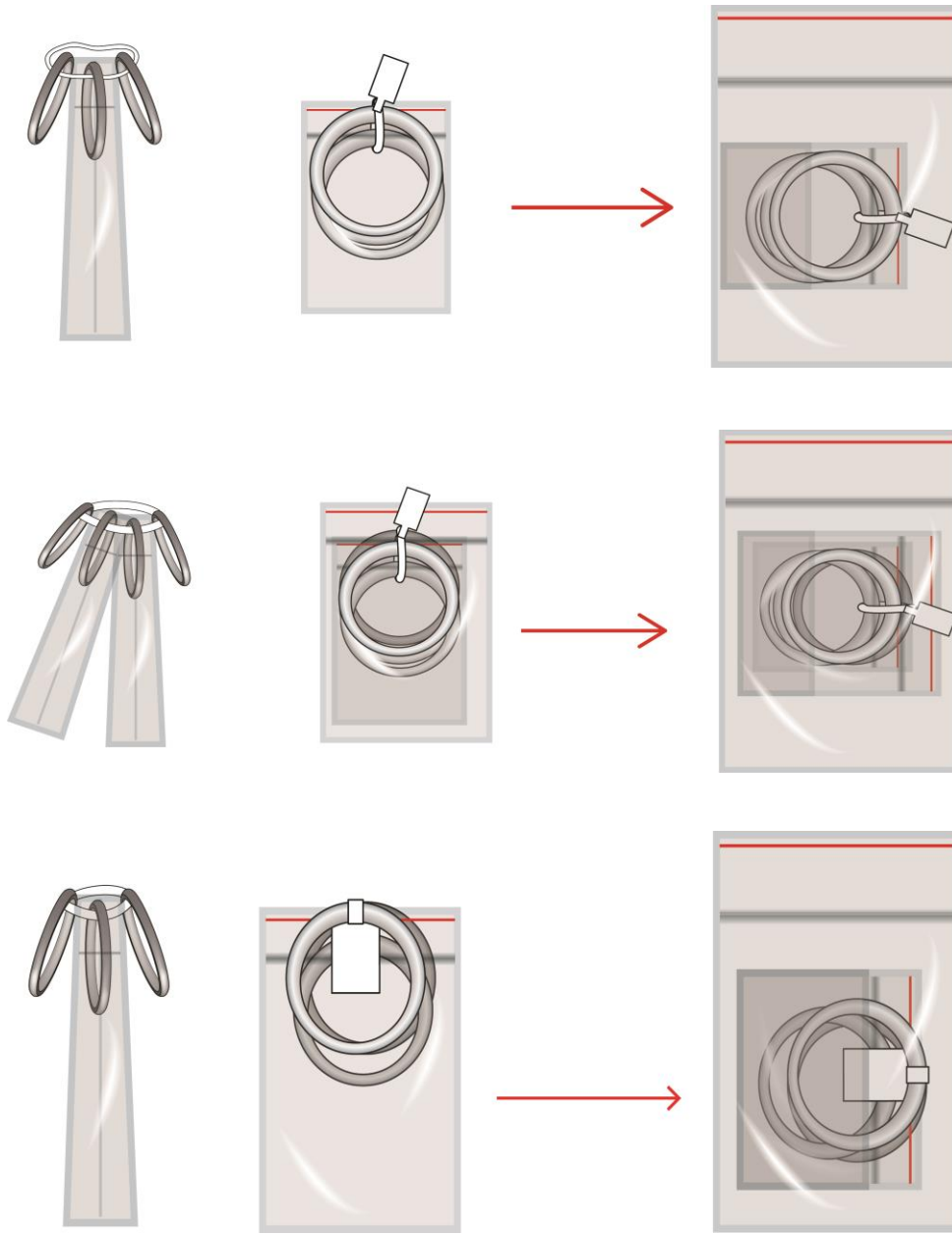
**ANNEXURE A: QUALITY ASSURANCE – PACKAGING  
MANUAL****RINGS:**Single rings:

Rings should be placed individually in a zip lock bag.

Multi rings:

The centre ring should be placed in a bag with the other rings on each side; all the rings should then be placed in a bigger bag. Tickets should be visible and able to be scanned easily through the packet.



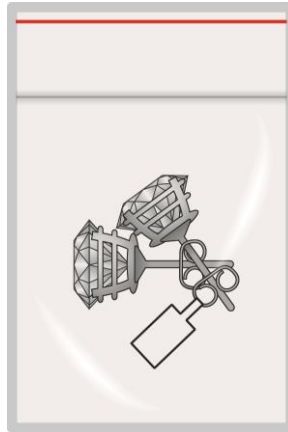


## EARRINGS:

### Stud earrings

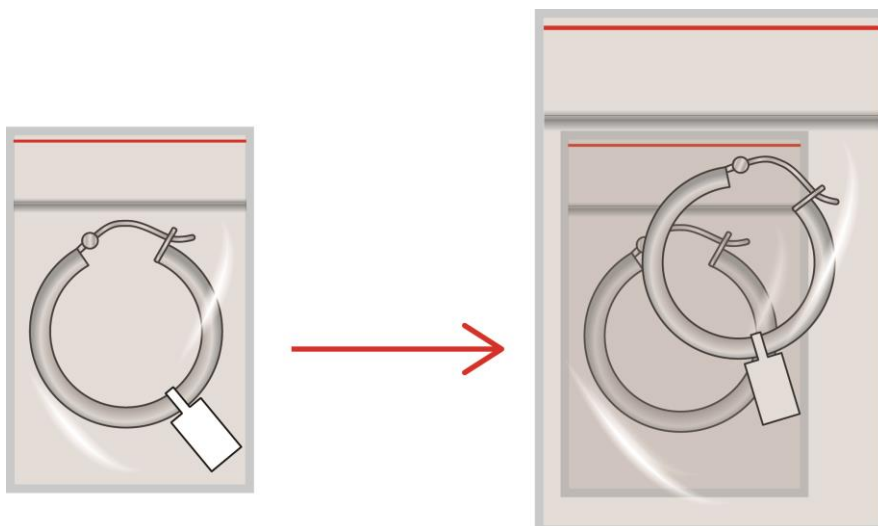
Both earrings can be placed in the same bag as long as they are not loose (place the stem of one earring through the butterfly of the other)

Note: studs can also be packaged like the hoop earrings below



### Hoop Earrings

One earring should be placed in a small bag which is then placed with the second earring in a bigger bag.



## BRACELETS:

### Minimum length:

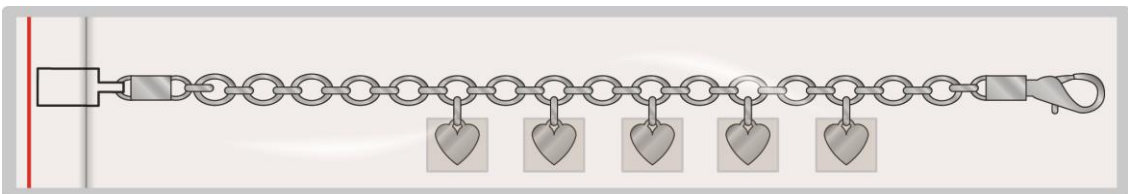
Bracelets should be placed in a zip lock bag with one end sealed in the top of the bag.

**ID bracelets-** the ID disc should be wrapped in bubble wrap



### Charm Bracelets:

Each charm needs to be in a small bag or wrapped in self adhesive cling wrap/plastic.



## **BANGLES:**

Bangles should be placed individually in a zip lock bag.

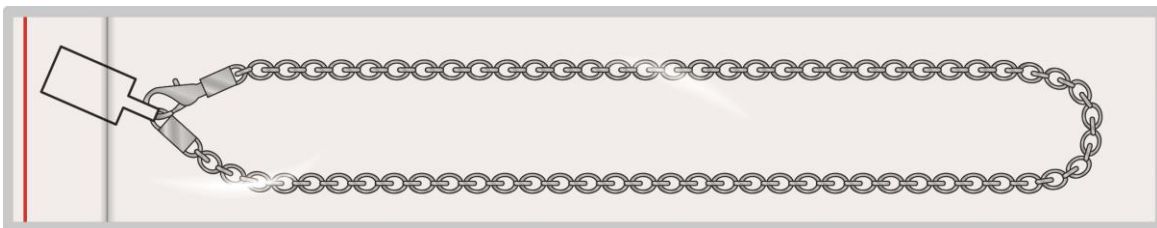


## **CHAINS:**

Chains:

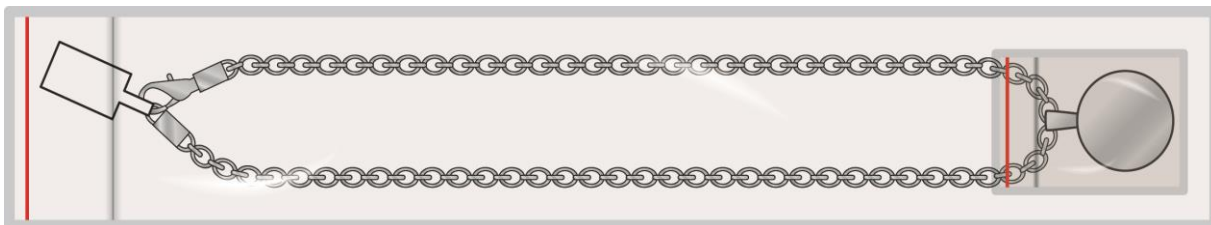
Chains should be placed in a zip lock bag with one end sealed in the top of the bag.

Note: Staples may be used to keep the chain in place



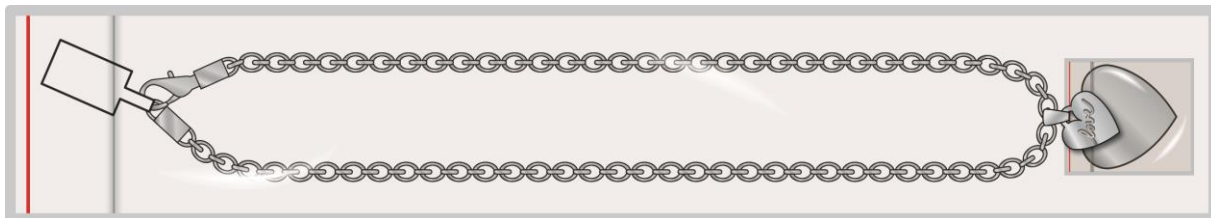
### Chains with single pendants:

The pendant needs to be enclosed in a small zip lock bag. Then the chain is to be placed in a larger bag with the clasp and end fastened in the zip/ lock of the bag.



### Chains with multiple pendants:

One of the two pendants needs to be enclosed in a small zip lock bag. Then the chain is to be placed in a larger bag with the clasp and end fastened in the zip/ lock of the bag.



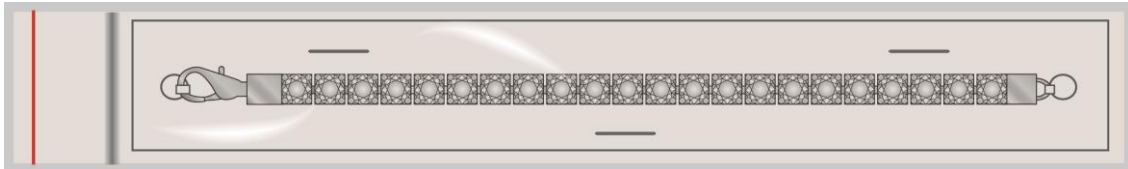


## HIGH VALUE MERCHANDISE:

### To be specified by buyer

#### Bracelets:

Bracelets should be secured to cardboard and then placed into the Zip lock bag. Staples may be used to keep the item in place.



#### Chains with pendants:

Chains with pendants should be secured to cardboard and then placed into the Zip lock bag. Staples may be used to keep the item in place. The pendant can also be placed in a zip lock bag to reduce damage and scratched to the item

