



DELIVERY CONFORMANCE GUIDELINE MANUAL FOR @HOME



LOCAL SUPPLIERS

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



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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 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 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 local suppliers for the following trading divisions:

- **@Home**

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 their 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 wellbeing 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.
- Honor 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 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 on the next page:

TFG APPAREL SUPPLY COMPANY (PROPRIETARY) LIMITED
 (Company Registration No. 1982/011894/07)
 (VAT registration No. 4640254092)

EXAMPLE

(Herein represented by )

340 VOORTREKKER ROAD PAROW EAST CAPE TOWN, 7600 REPUBLIC OF SOUTH AFRICA Telephone Number : (021) 937 5190 Fax : (021) 938 7555	P.O.BOX 6020 PAROW EAST CAPE TOWN, 7501 REPUBLIC OF SOUTH AFRICA
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PURCHASE ORDER DETAIL

Order Number :	799318	Version No:	2	Currency :	USD
Buyer Name :	Lize Viljoen				
Order Date :	08-Jul-2014				

SUPPLIER DETAILS

Springs Home Impex A-88 , Sector 04 Noida-201301 (UP) India	Telephone Number (120) 479 9600 Fax : (120) 432 3846 Commission : 5.0% Settlement Terms : 00.00% 3rd Party Supplier : palm fibre
Payment Terms :	<i>Within 14 days of receipt of copy of Bill of lading, commercial invoice and packing instructions.</i>

DELIVERY DETAIL

Tygerberg DC, 40 Junction Road, Tygerberg Business Park, Parow Industria, 7600 Telephone Number : (021) 868 8808 PIB Date : 20-Oct-2014 Comments:	Freight Forwarder Hand Over Date : 05-Sep-2014 to 12-Sep-2014 Ship Date : 15-Sep-2014 TFG DC Delivery Date(s) : 20-Oct-2014 to 24-Oct-2014 Ship Point : Mumbai Packing Instructions : As per conform man
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SHIPPING DETAILS

Transport Method :	Sea Freight	Freight Terms :	FOB
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PRODUCT DETAIL

Product Number :	18014452	Total Unit Quantity :	30
Description :	square silver and natural gold jute 160	Unit Supplier Cost :	34.26 USD
Supplier Ref Number :	3673	Total Supplier Cost :	1,027.80 USD
Tariff Code :	57031000 - carpets of wool or fine animal hair	Unit Landed Cost :	371.04 ZAR
Country of Origin :	INDIA	Total Landed Cost :	11,131.07 ZAR
Supplier Colour :		Unit Retail :	1,599.00 ZAR
Commodity :	4401 - carpets		
Fabric :		Ticket :	type 12 (reg sticky no rsp)

SKU	18014452
SKU QTY	30
SKU PERC	100%
Inner Ctn Qty	1
Outer Ctn Qty	1



4. ORDER QUANTITIES

@Home currently requires all shipments to meet specific inner carton quantities (case packs) that correspond with the purchase order to ensure goods reach @home stores in the required time.

Table 3.1: Suppliers are required to take note of the following definitions

CARTON TYPE	DESCRIPTION
Outer Carton (Master Carton)	<ul style="list-style-type: none"> The outer carton goods are delivered in the correct packing material standards.
Inner Carton (Case Pack)	<ul style="list-style-type: none"> The carton/s within the outer carton. Should contain uniform (standard) carton quantities. May be as little as 1 unit (each item individually placed in a carton). Correct packaging material should be used to protect product.

4.1 INNER CARTON PACKING

When a **product quote** is sent to a Buyer, inner and outer case packs must be listed as well as the exact size of the inner and outer carton. The “**Order Qty**” on the purchase order refers to the total units ordered. Please ensure final product is delivered in the correct inner and outer carton quantities.

The Inner Carton quantity is specified on all @home purchase orders as “Inner Ctn Qty.”

- If order states inner = 1 and outer = 18 – it translates to 18 individual units packaged as singles:



Fig 3.1: Inner Carton Packing of inner = 1 and outer = 18



- If an order states inner = 6 and outer = 24 – it translates to 6 units packaged together in a smaller carton (with correct dividers between items), 4 of these smaller cartons in the outer carton



Fig 3.2: Inner Carton Packing of inner = 6 and outer = 24

- If an order states inner = 6 and outer = 6 – it translates to 6 units packaged together (with correct dividers between items), as this outer carton will be allocated to stores and not split in our DC



Fig 3.2: Inner Carton Packing of inner = 6 and outer = 6

4.2 CARTON FILL RATE

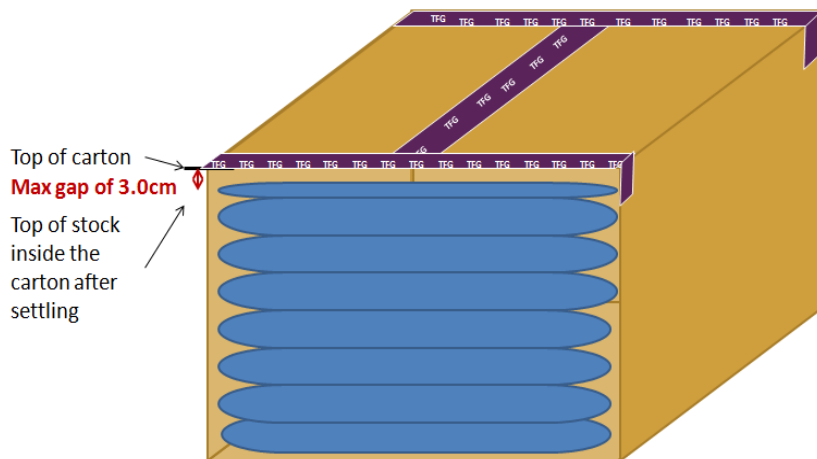
The cartons must always be fully packed by ensuring that the correct size cartons are used. There is to be no open space between the merchandise and the inside of the carton. In the case of garment settling which may occur in-transit; TFG will allow a maximum settling tolerance of **3cm** from the top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



5. DELIVERY PROCESS

The TFG Delivery Date (s) specified on the purchase order stipulates the delivery window in which an order can be delivered to the DC by a local supplier.

Prior to despatching order for delivery to TFG, an Advance Shipping Notification (ASN) must be submitted to relevant TFG Distribution Centre. The ASN must be completed and submitted to the relevant DC a minimum of 48 hours prior to the Delivery into DC.

ASN Guidelines and ASN template 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 before submitting to DC.

Once an ASN has been approved, supplier can now proceed with booking each order for delivery into DC.

Supplier will need to forward all required details to the DC via email (see **DC Contact details** for Bookings) to obtain a delivery slot.

Once booking request is received and processed, DC will notify supplier of appointment number and delivery slot confirmation. Supplier will be required to produce these details when delivery is made to DC and will need to honor this arrangement to ensure an order is delivered seamlessly into the DC.



It is the supplier's responsibility to ensure all information submitted to DC is accurate as this will be used to book capacity. Suppliers are required to notify DC timeously if delivery slot will be missed. A valid reason will be required.

DC reserves the right to reject any other deliveries that have not been appointed upfront or missed their delivery slots.

Once orders are unloaded at our receiving area, DC will sign documents acknowledging cartons received through delivery manifest.

6. QUALITY ASSURANCE(QA)

Please refer to QA Manual available from @home

6.1 WAREHOUSE QUALITY AUDIT PROCEDURE (HOUSEHOLD TEXTILES/HARD GOODS)

Once the goods have been delivered to the @home warehouse, a **10% sample** check of the bulk will be selected for quality audit against the sealed sample.

The sealed sample is used as a benchmark against which the random samples are measured. Should there be any discrepancy with the audit the relevant technologist will be involved in the decision making process. Here various routes may be followed depending on the nature/extent of the problem. The audit is recorded on an audit sheet where it is signed off by the audit team and filed for future reference.

It is expected that suppliers have QC procedures in place and conduct their own final style audit before despatch to the @home warehouse.

All orders need to be QC checked prior to shipment and these reports need to be sent to Qcreports@tfq.co.za. Suppliers to add "@home" to the email subject line, for all inspection reports.

@home reserves the right to reject and where necessary cancel orders at any stage in the process, should goods be found to be defective i.e. do not comply with the sealed sample and its appraisal report.



7. TICKETING AND BARCODE LABEL INFORMATION

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. **Please refer to QA manual available from @home**

7.1 PRODUCT LABELLING

- All barcode tickets received for each order must be checked and verified in detail against the Purchase Order.
- 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.

7.2 BARCODE 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



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



8. MERCHANDISE PREPARATION

It is our DC's goal to process merchandise to stores quickly and efficiently. To support this goal, TFG requires that merchandise is prepared and packed according to our specifications. Please adhere to the following directions when preparing and packing merchandise.

8.1 CARTON REQUIREMENTS

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

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



All cartons exceeding 16 kilograms should be marked by means of a sticker as follows (centred on the largest side of the carton):

8.2 CARTON SPECIFICATIONS

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

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)

8.2.1 ECT Requirements for Inner Carton

INNER PACKAGING	MIN EDGE CRUSH TEST VALUE (ECT)	
	kN/m	Lbs per inch
DESCRIPTION		
Cardboard Sleeves	4.4	25
Cardboard X Dividers	4.9	28



8.2.2 ECT Requirements for Outer Carton

CARTON WEIGHT (max gross mass)		MIN EDGE CRUSH TEST VALUE (ECT)	
Kg	LBS	kN/m	Lbs per inch
10	22	4.4	25
18	40	4.9	28
27	60	5.5	31
36	80	7.4	42
45	100	8.8	50
54	120	10.7	61

Edge Crush Test (ECT) 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 penalties 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
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 a within 2 days of receiving the sample to be tested

Please note the following

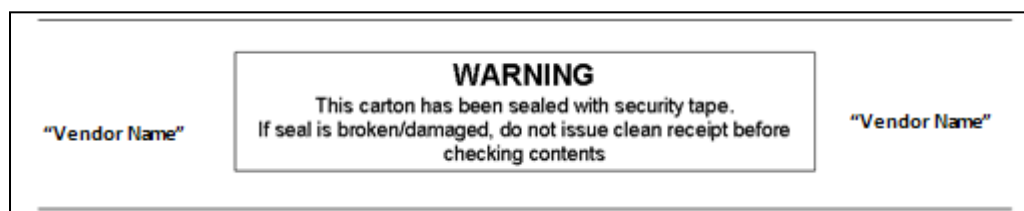
- **Each supplier is responsible for the quality of packaging** and therefore will be held responsible for damages, concealed shortages and claims resulting from inferior packaging.



- 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.

8.3 SUPPLIER BRANDED TAPE

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. 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.

8.4 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 non-branded (no printing) 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.

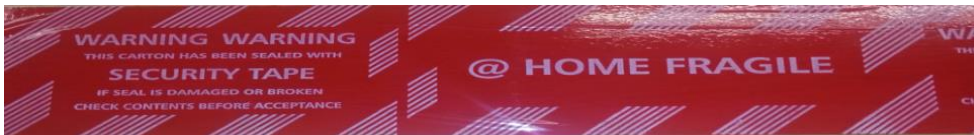


The branded tape must contain enough glue to ensure proper carton seal on all edges. Please do not use clear tape or any other material to reinforce branded tape as this will increase chances of pilferage resulting in short deliveries into our distribution centres.

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.

8.4.1 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.



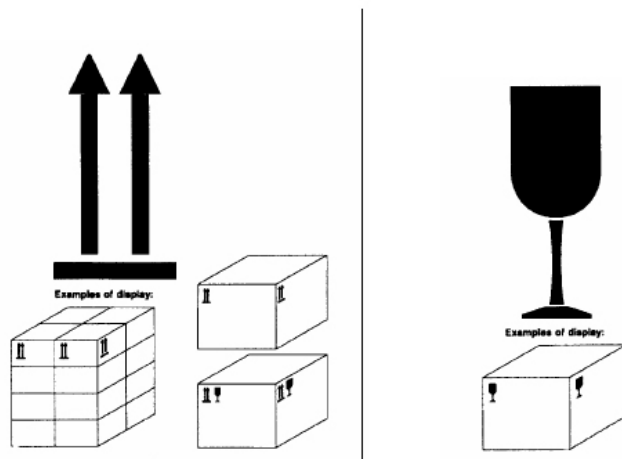
METAL BANDING OR WIRES are not allowed. Banding, straps, staples, shrink-wrap or string is to be used very conservatively or only where absolutely necessary as a means of closure and as agreed by @home.




8.5 CARTON INFORMATION

Please note that whenever the @Home logo is printed on any carton, the correct registered trademark should be used. The **Font Type is Meta**. 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. All fragile items must have a printed “**FRAGILE**” sign in bold red print on all 4 sides of the inner and outer carton. **Please see last page for more detail on the @home logo.**

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



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

CARTON LABEL FOR OUTER CARTON		
4	Order no:	Order No: SKU No: TFG Apparel Supply Company c/o  <small>THE HOMEWARE STORE</small>
5	SKU No:	
10	Unit Qty/ Ctn:	
2	Vendor	Ship to: Tygerberg Distribution Centre 40 Junction Road Tygerberg Business Park Parow Industria Cape Town, 7500
12	Description	
1	DC CODE	
8	CTN / No	
	Made in	
	Dimensions: LxBxH	
9	GW	
	NW	
13	Case pack qty	
FRONT FACE OF CARTON		SIDE FACE OF CARTON

INFORMATION REQUIRED ON OUTER CARTON LABEL

LABEL 1: ORDER INFORMATION	LABEL 2: ADDRESS INFORMATION
1. DC Code 2. Vendor Name 3. Made in (Country) 4. Purchase Order Number 5. SKU (Product) Number 7. Net Weight 8. Carton Number 9. Gross Weight 10. Unit quantity per carton 12. Product Description 13. Case Pack Quantity	1. Order Number 2. SKU (Product) Number 3. TFG Apparel Supply Company (PTY) Ltd 4. @home the homeware store 5. Ship to (DC Address) 6. Ship From (Vendor Address)

NB: The @home SKU number and total case pack unit content quantity must be indicated.

9. CONTACT DETAILS

TFG Distribution Centre Communication Matrix					
DC -Distribution Centre	DC Physical Address	Category (Position)	Contact Person	Email Address	Telephone Number
TYGERBERG (@Homelivingspace - @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 Waggie	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, Lordsview Allendale Road, Midrand Gauteng, 1619 +27 700 9327	Head of Distriutions 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 Assegai 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	AngeliqS@tfg.co.za	+27 21 928 6177

9.1 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@tfg.co.za
N'dabeni DC - Sport	ASNDSPORTS@tfg.co.za	REC-Sports@tfg.co.za
Midrand DC - Footwear	ASN-FOSCHINI-TYG@foschini.co.za	REC-FOSTYG@tfg.co.za
Tygerberg DC - @Home	ASN-HOME@tfg.co.za	REC-HOME@tfg.co.za
Assegaa DC	ASN-LIVINGS@tfg.co.za	REC-LIVINGS@tfg.co.za
Midrand DC	ASN-LIVINGS@tfg.co.za	REC-LIVINGS@tfg.co.za

9.2 @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

Homeware Only

Dining

Lizelle Miller
Tel: +27 21 937 4285
E-mail: LizelleAd@tfg.co.za

Kitchen

Premla Bam
Tel: +27 21 937 5968
Email: PremlaB@tfg.co.za



Bed & Bath

Yolanda Karelse

Tel: +27 21 937 4315

E-mail: YolandaK@tfg.co.za

Decor

Sherne Lestrade

Tel: +27 21 938 1739

Email: SherneS@tfg.co.za

Home Furnishings

Ryan Jacobs

Tel: +27 21 937 5038

E-mail: RyanJ@tfg.co.za

Furniture Only

Aneesa Noor

Tel: +27 21 937 5001

E-mail: AneesaNo@tfg.co.za

Rene Moolman

Tel: +27 21 937 4982

Email: ReneMo@tfg.co.za

9.3 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

10. 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.,
BO 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.

11. 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

12. 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.

13. REGISTERED TRADEMARK

Please use the following logo on all cartons:



Font

Type: Meta

It is a requirement to use Meta Font when printing the @home logo on cartons.

Colour

Pantone Colour Reference: Cool Grey 10

The use of colour is optional when printing the @home logo on cartons. Either Cool Grey 10 OR Black can be used.





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	-
	Airfreight	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

