



DELIVERY CONFORMANCE GUIDELINE MANUAL FOR @HOME



INTERNATIONAL SUPPLIERS

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

Revised 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 are adhered to for each 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 international suppliers for the following trading division:

- **@Home**



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

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



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

DELIVERY DETAIL

Tygerberg DC, 40 Junoflon Road, Tygerberg Business Park, Parow Industria, 7600	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
Telephone Number : (021) 858 8808 PIB Date : 20-Oct-2014 Comments :	

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 the 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 an 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



5. HANDOVER TO FREIGHT FORWARDER PROCESS

The **@Home 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) that an order can ship to South Africa.

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

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

At least 48 hours prior to handing over order to a TFG Freight Forward, an Advance Shipping Notification (ASN) must be submitted to relevant TFG Distribution Centre.

ASN Guidelines and an excel version of the ASN can be downloaded from the **supplier support website**: <http://www.suppliers-tfglimited.co.za>

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

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@tfg.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

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8. MERCHANDISE PREPARATION

It is our DC's goal to process merchandise to stores quickly and effectively. In order 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 Table ECT Requirements for Inner Carton

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

8.2.2 Table: 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

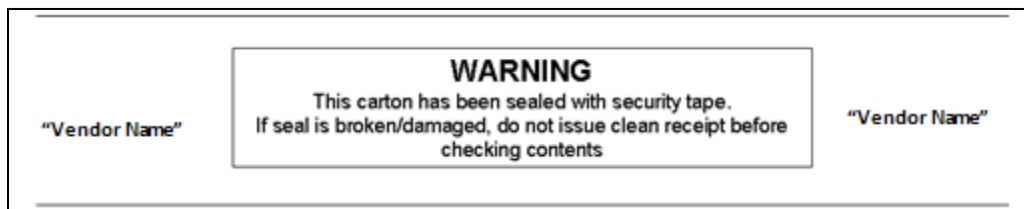


Please note the following

- **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, non-branded or brown tape may be used.**



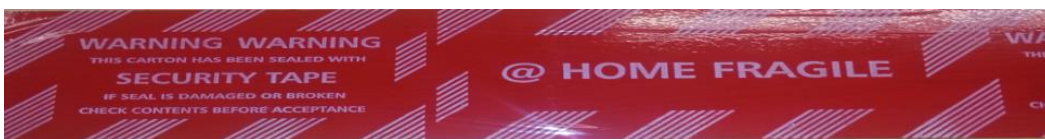
Fig 7.1: Carton to be sealed in H-Pattern on both top and bottom sides

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

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

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.





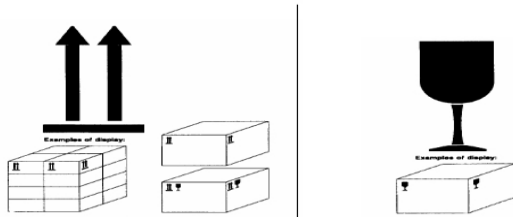
METAL BANDING OR WIRES are not allowed. Banding, straps, staples, shrink-wrap or string is to be used very conservatively or only where absolutely necessary as a means of closure and as agreed by @home.

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**. All fragile items must have a printed “FRAGILE” sign in bold red 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 25 cm in height. The inner carton can have labels 10cm in height.

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 @home THE HOMEWARE STORE
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 Ship From:
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
<ol style="list-style-type: none">1.DC Code2.Vendor Name3.Made in (Country)4.Purchase Order Number5.SKU (Product) Number7.Net Weight8.Carton Number9.Gross Weight10.Unit quantity per carton12. Product Description13.Case Pack Quantity	<ol style="list-style-type: none">1. Order Number2. SKU (Product) Number3. TFG Apparel Supply Company (PTY) Ltd4. @home the homeware store5. Ship to (DC Address)6. Ship From (Vendor Address)

8.5.1 INNER CARTON (CASE PACK)

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

8.5.2 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 fabric settling which may occur in-transit; TFG will allow a maximum settling tolerance of **3cm** from the top of the carton.

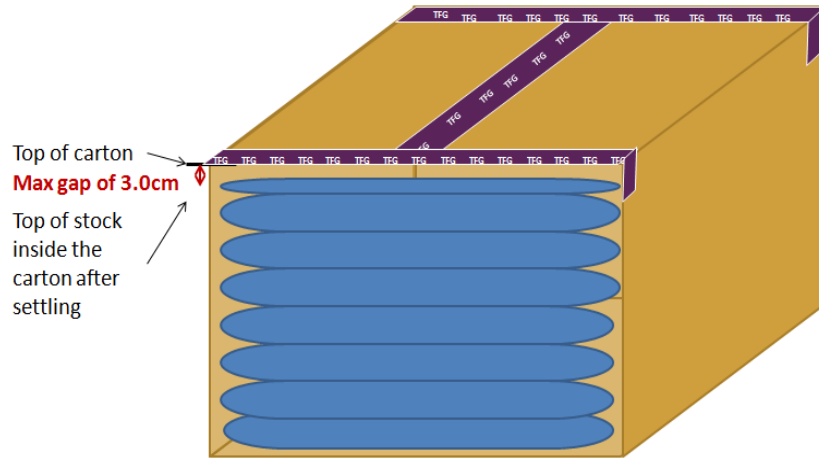
Should there be non-compliance with carton fill rates, the supplier will be penalised for non-conformance. The "Carton Fill" rule is to ensure that no additional transport costs are incurred in the supply chain due to sub-optimal packing.

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





9. 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, Lordsview 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 Assegaa 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

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-LIVINGSPACE@tfg.co.za	REC-LIVINGSPACE@tfg.co.za
Midrand DC	ASN-LIVINGSPACE@tfg.co.za	REC-LIVINGSPACE@tfg.co.za

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9.2 @HOME DIVISION CONTACT LIST

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

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

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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. 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

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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 @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

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@tfq.co.za

Berenice Smart

Senior Shipping Controller

Tel: + 27 21 937 4184

Fax: + 27 21 935 2125

BereniceS@foschini.co.za

Miriam Patel

Senior Manager: TFG SHIPPING: EXPORTS

Tel: +27 21 938 1650

Fax: +27 21 935 2125

MiriamP@tfq.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.

Revised May 2022



- 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.

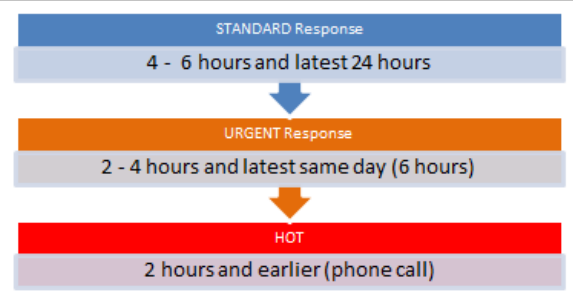
10.6 PENALTIES FOR LATE RECEIPT OR INCOMPLETE DOCUMENTATION

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

TFG		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 Aspeling	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 Aspeling	
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	taschyana@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@allportcaroservices.co.za	Johannes Fouche	johannes@allportcargoservices.co.za	Amanda Pukwana	



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graph TD
    A[STANDARD Response  
4 - 6 hours and latest 24 hours] --> B[URGENT Response  
2 - 4 hours and latest same day (6 hours)]
    B --> C[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:



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

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

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

