



TFG Ticketing Imports Reprints Process

Document objective: to inform TFG users and Import Merchandise Suppliers of all they need to know about re-printing tickets at the source of supply.

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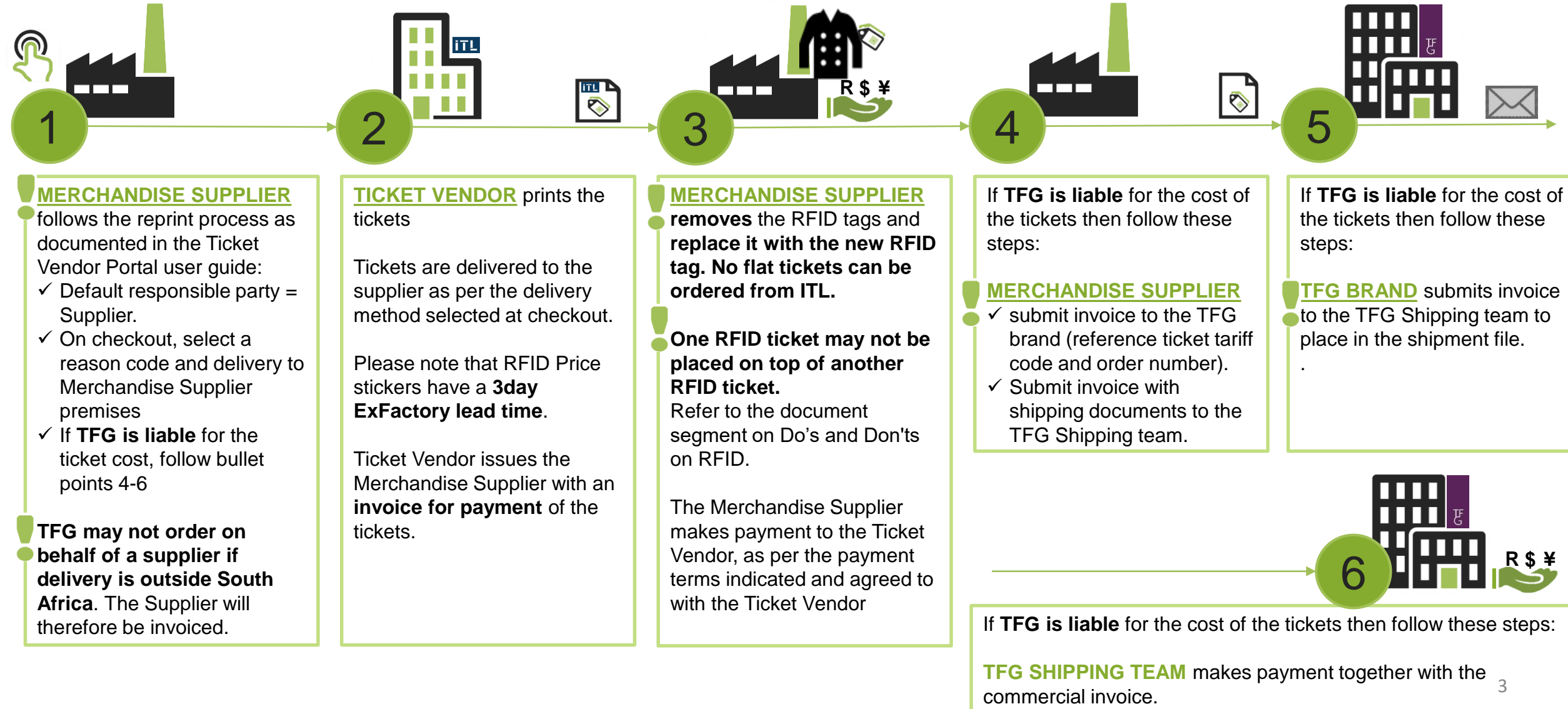
Queries: TFGTickets@tfg.co.za



		PAGE
1	RE-TICKETING AT SOURCE: IMPORT SUPPLIER	3
2	DOCUMENTATION FOR PAYMENTS	4
3	SUPPORTING DOCUMENTS	5

1. RE-TICKETING AT SOURCE: IMPORT MERCHANDISE SUPPLIER

ITL PRINTS AN RFID TICKET THAT REPLACES THE EXISTING RFID TICKET OR IS PLACED ON A PRODUCT THAT IS NOT TICKETED



MERCHANDISE SUPPLIER follows the reprint process as documented in the Ticket Vendor Portal user guide:

- ✓ Default responsible party = Supplier.
- ✓ On checkout, select a reason code and delivery to Merchandise Supplier premises
- ✓ If **TFG is liable** for the ticket cost, follow bullet points 4-6

TFG may not order on behalf of a supplier if delivery is outside South Africa. The Supplier will therefore be invoiced.

TICKET VENDOR prints the tickets

Tickets are delivered to the supplier as per the delivery method selected at checkout.

Please note that RFID Price stickers have a **3day ExFactory lead time.**

Ticket Vendor issues the Merchandise Supplier with an **invoice for payment** of the tickets.

MERCHANDISE SUPPLIER removes the RFID tags and replace it with the new RFID tag. **No flat tickets can be ordered from ITL.**

One RFID ticket may not be placed on top of another RFID ticket. Refer to the document segment on Do's and Don'ts on RFID.

The Merchandise Supplier makes payment to the Ticket Vendor, as per the payment terms indicated and agreed to with the Ticket Vendor

If **TFG is liable** for the cost of the tickets then follow these steps:

MERCHANDISE SUPPLIER

- ✓ submit invoice to the TFG brand (reference ticket tariff code and order number).
- ✓ Submit invoice with shipping documents to the TFG Shipping team.

If **TFG is liable** for the cost of the tickets then follow these steps:

TFG BRAND submits invoice to the TFG Shipping team to place in the shipment file.

If **TFG is liable** for the cost of the tickets then follow these steps:

TFG SHIPPING TEAM makes payment together with the commercial invoice.



2. DOCUMENTATION FOR PAYMENTS



IMPORT SUPPLIER INVOICE

TFG may not pay ITL directly for tickets that were not delivered directly to us. The reason for this being as follows:

1. ITL may not bill TFG directly from China. There is a legal requirement that the goods must be paid for in the same country in which it was delivered. ITL is not permitted to deliver to a party different from who placed the order.
2. TFG may not pay an invoice that is not addressed to TFG as an entity. This is why we require the Supplier to invoice us.
3. TFG also requires information such as tariff code to prove to SARS that there are no duties to bring to account. Note that no duties are attracted to the tickets.
4. It is vital that the Shipping team receives the invoice with the shipment documents so to secure forex and pay the Merchandise Supplier at the same time that we pay for the merchandise.

Supplier invoices can be produced in one of two ways:

- As a separate invoice
- As part of the commercial invoice for the merchandise.

Process:

1. Supplier to compile and forward the invoice to the Buyer, together with the original ITL invoice, for approval.
 - I. The ticket units on the invoice need to correspond to the merchandise units.
 - II. If the tickets are invoiced on a separation invoice to the merchandise then the order number needs to be referenced on the invoice
2. Upon approval, the Buyer passes the invoice to the TFG Shipping Operations team, providing authorization for payment.
3. Supplier to submit the approved invoice at the same time as the Shipping documentation.
4. TFG Shipping Payments team to pay the suppliers for the tickets together with the cost of the merchandise.

Supplier name to match commercial invoice
Supplier address - to match merchandise commercial invoice
telephone number and/or email address to match merchandisecommercial invoice
website to match commercial invoice, if applicable

COMMERCIAL INVOICE

TO: TFG APPAREL SUPPLY COMPANY(PTY)LTD.
 STANLEY LEWIS CENTRE
 340 VOORTREKKER ROAD
 PAROW EAST 7501
 SOUTH AFRICA

INVOICE NO: *supplier invoice number*
 DATE: *enter invoice date*
 SHIP DATE: *enter ship date*

ORDER NO.	PRODUCT NO.	TARIFF CODE	QTY	UNIT PRICE	AMOUNT
<i>inset order no</i>	<i>RFID variable data sticker</i>	<i>inset tariff code</i>	4949	¥ 0.40	¥ 1,986.40

BY SEA

SUB TOTAL: 4949 ¥ 1,986.40
 EARLY PAYMENT DISCOUNT: ¥ -
 FINAL PAYMENT: ¥ 1,986.40

TOTAL AMOUNT: *TOTAL CHINESE YUAN ONE THOUSAND NINE HUNDRED AND EIGHT SIX AND FORTY CENTS ONLY.*

Early Payment Discount: The customer shall be entitled to receive a discount on the invoice of two point five percent (2.5%) of the face amount of the commercial invoice. In order to receive this discount, we must receive full payment of the invoice within 14 days of sending the full and complete set of copied documents required by TFG

NAME OF BANK: *inset bank name*
 A/C NAME: *inset account holder*
 SWIFT CODE: *inset swift code*
 ADD OF BANK: *inset address of bank*

A/C NO.(CNY): *inset account number*
 COMPANY NAME: *inset company name as per commercial invoice*
 COMPANY ADD: *inset company address as per commercial invoice*

TEL: *inset telephone number as per commercial invoice*

For and on behalf of
 SUPPLIER NAME AS PER MERCHANDISE COMMERCIAL INVOICE

Name
 Authorized Signature(s)

Example of separate invoice for ticketing cost



3. SUPPORTING DOCUMENTS



PLEASE NOTE THAT DOCUMENTS HIGHLIGHTED IN GREY MAY NEED TO BE CONSULTED AS PART OF THE RE-TICKETING PROCESS

NO	DOCUMENT NAME	DESCRIPTION & RELEVANCE	Merch. Supplier Import	Merch. Supplier Local	TFG Brand	DC
1	TFG Ticketing Supplier on-boarding	<ul style="list-style-type: none"> • Outlines the process that is followed to on-board a new supplier to receive TFG ticketing. • Used to check that all on-boarding steps were done when troubleshooting. 	✓	✓	✓	
2	'Ticket Vendor' Global contact list	<ul style="list-style-type: none"> • A contact list for the various regional offices for the nominated Merchandise Supplier (ITL Global Contact list). • Nearest ITL Office can be contacted by the Merch. Supplier to initiate on-boarding. 	✓	✓		
3	TFG Ticket Ordering	<ul style="list-style-type: none"> • A guideline consisting of the process followed when placing orders for ticketing with the TFG nominated ticket suppliers. Used to determine if order was placed correctly when troubleshooting. 	✓	✓	✓	
4	TFG Ticketing Reprints Imports	<ul style="list-style-type: none"> • A guideline consisting of the process followed when REPRINTING orders for delivery to IMPORT Suppliers • Used to determine if order was placed correctly when troubleshooting. 	✓	✓	✓	✓
5	Supplier invoice example for payment	<ul style="list-style-type: none"> • The invoice that a supplier needs to produce in order to obtain payment for tickets that TFG is accountable for. 	✓	✓	✓	
6	TFG Ticketing Reprints Local Manufacturing	<ul style="list-style-type: none"> • A guideline consisting of the process followed when REPRINTING orders for delivery to LOCAL Suppliers • Used to determine if order was placed correctly when troubleshooting. 		✓	✓	
7	TFG Ticketing Reprints Distribution Centre	<ul style="list-style-type: none"> • A guideline consisting of the process followed when REPRINTING orders when the merchandise is located at the DC. • Used to determine if order was placed correctly when troubleshooting. 			✓	✓
8	ITL LabelVantage Customer Guide	<ul style="list-style-type: none"> • Step-by-step guide on how to navigate and place an order from the ITL ordering platform. • Used to determine if order was placed correctly when troubleshooting. 	✓	✓	✓	
9	TFG Ticketing RFID Stickers and Label Placement Guide	<ul style="list-style-type: none"> • Standards by which price and swing tickets need to be attached to the merchandise. • Check label codes from the PO to LabelVantage when troubleshooting. 	✓	✓	✓	
10	TFG Ticketing Price Stickers Guide	<ul style="list-style-type: none"> • Breakdown of the price stickers utilized per TFG Brand and the costs and lead times associated with it. 	✓	✓	✓	
11	"Brand" Order Guideline	<ul style="list-style-type: none"> • Detailed breakdown of ticket codes, label combinations, lead times, costs and nominated Ticket Vendors. 	✓	✓	✓	
12	"Brand" CI Guideline	<ul style="list-style-type: none"> • An outline on usage and application for the relevant TFG brand, as signed off by management. 	✓	✓	✓	
13	TFG Ticketing Troubleshooting guide - Merchandise Suppliers	<ul style="list-style-type: none"> • Troubleshooting steps and an escalation path to follow when issues are experienced with ordering of ticket files from the TFG Ticketing Vendors. 	✓	✓	✓	
14	TFG Ticketing Troubleshooting guide – TFG Users	<ul style="list-style-type: none"> • The guideline consists of steps that can be followed by TFG Brand users when ticket orders do not appear on the ticket vendor's ordering platform (LabelVantage). 			✓	
15	"Ticket Vendor" Contact and Escalations list International	<ul style="list-style-type: none"> • A contact list for the various regional offices for the nominated vendor with escalation paths for issues experienced in production (ITL Contacts and Escalations International). 	✓	✓	✓	
16	TFG Ticketing track report user guide	<ul style="list-style-type: none"> • A step-by-step guide on how to use the Ticket Track report. 			✓	
17	TFG Ticketing New Label development	<ul style="list-style-type: none"> • Outlines the label development process to internal TFG users. An explanation of roles and responsibilities and the critical path is also covered. 			✓	
18	TFG Ticketing Reprinting on LabelVantage	<ul style="list-style-type: none"> • A guideline consisting of the process followed when placing orders for re-ticketing with the TFG nominated ticket suppliers. 	✓	✓	✓	

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THE END