



Apparel Packing Standards

– Hanging at Source & Buy Packs –

Version 4
Updated December 2017

Introduction

As you will be aware The Warehouse Ltd. are constantly looking for opportunities to improve our Apparel offering to our New Zealand customers. To support the delivery of this goal TWL are in the middle of a programme to deliver a more efficient end to end Supply Chain to ensure that we get the right garments to the right stores at the right time to give our stores the best chance to maximise H2T sales.

Phase 1 of this programme was the introduction of Hanging at Source which we thank you for your support with so far. Hanging at Source is the key enabler to the second phase of our Apparel Speed to Market programme which is the introduction of Buy Packs (sometimes known as ratio packs) and the distribution of Apparel via our South Island DC rather than nationally via our North Island DC.

The purpose of this document is to clearly define 'Apparel Packing Standards' for suppliers involved in the manufacturing and supply of apparel to The Warehouse Group Ltd.

It particularly addresses the standards required for Suppliers involved in hanging at source and Buy Packs for The Warehouse Group Ltd.

Policy Statement

It is The Warehouse Group Ltd policy that all packaging:

- *Be fit for its intended purpose of transport, storage, protection, and display.*
- *Comply with our marking, information, and pricing requirements*
- *Conform to our environmental principles of reducing unnecessary packaging, facilitating the re-use and recycling of packaging materials and restricting or eliminating particular types of packaging materials.*
- *Conform to all relevant New Zealand Standards and Regulations.*

This document is in five sections;

- **First section covers HANGERS (Pgs. 3 – 7)**
- **Second section details HANGER COSTS EX TIC AND INVOICING TWL (Pg. 8-9)**
- **Third section covers HANGING PACKING REQUIREMENTS (Pg. 10-18)**
- **Fourth section cover BUY PACKS PACKING REQUIREMENTS (pg. 18-26)**
- **Fifth section covers CARTONS, SUPPLY CHAIN REQUIREMENTS, QUALITY PROCESS AND CHECKS and DELIVERY COMPLIANCE (Pg. 27-33)**

PLEASE NOTE: Schooltex will continue to managed in the North Island DC so Hanging at Source, Buy Packs and North Island/South Island Splits do not apply to Schooltex garments

Section 1: HANGERS

From Autumn Winter 17 (AW17) all Suppliers (excluding Schooltex) are required to hang garments at source for TWL. Some Suppliers will be requested to start Hanging at Source earlier than AW17, if you are one of those suppliers the TWL team will contact you to discuss your individual cutover dates.

TIC Group are the only authorised Supplier of hangers to TWL. We have nominated a specific hanger range to support our 'Clothing Concept' and desired quality standard – this is detailed below – no unauthorised or counterfeit (copy) hangers will be accepted. Any supplier found to be using counterfeit or unauthorised hangers will be subject to appropriate penalties.

Supply of hangers in China / Bangladesh via TIC Group

TWL Suppliers are required to purchase all hangers from the TWL nominated supplier TIC Group. You will be required to pay TIC directly for hangers on an FIS cost basis.

Suppliers are required to order specific hangers as detailed on TWL confirmed purchase orders. Orders to be placed via local TIC office as detailed below (you will be given access to a Vendor portal to order online).

As part of the set-up TIC will be in contact with you to facilitate supplier registration and set you up to use the TIC Vendor Portal tool (as shown below). You will be provided with relevant training material and opportunity to attend a workshop to support your team members.

As a socially responsible retailer, TWL runs a recycling process for standard hangers, which allows the majority of hangers to have a re-use life span of 6+ cycles.



Please Login

Username:

Password:

Remember me

 **Login**

TWL Hanger Range

Garment	TIC Code	Hanger Photo	QTY per CTN	Hanger Size	Type	Size Range	Department
Womens Tops	TH43BL		470	400mm	TOP	XS-3XL 8-20	Womens Tops
	KN44BL		320	420mm	TOP	XS-3XL 8-20	Womens Knitwear only
	TH45BL		370	460mm	TOP	18-28 3XL - 6XL	Kate Madison Only Basics Tops
	KN47BL		290	460mm	TOP	18-28 3XL - 6XL	Kate Madison Knitwear Only Basics Knitwear / Sweatshirts
Womens Bottoms	FL57BL		250	280mm	FoxCLIP	S-3XL 8-28	Womens
	FL58BL		240	310mm	FoxCLIP	3XL - 6XL 18-28	Kate Madison Only
Mens Tops	TH45BL		370	460mm	TOP	S-6XL	All Tops Excluding Knitwear and Jackets
	KN47BL		290	460mm	TOP	S-6XL	Knitwear and Jackets only
Mens Bottoms	FL58BL		240	310mm	FoxCLIP	S-6XL	All Mens

Specific hanger nominations on Orders

TWL may nominate a specific hanger that is contrary to detail provided on this page on actual Orders. This may be done to maximise presentation and minimise in-store space requirements. This will be on an exception basis only and will be annotated in the order notes as "deviation from hanger manual instructions".

Garment	TIC Code	Hanger Photo	QTY per CTN	Hanger Size	Type	Size Range	Department
Kids Tops	TH40XBL		900	250mm	TOP	NB - 00 0 - 2.5	Infants Tops
	TH41XBL		700	300mm	TOP	3-7	Girls/Boys Tops
	TH42XBL		670	350mm	TOP	8-16	Girls/Boys Tops
	TH40DSBL		500	250mm	DOUBLE TOP	NB - 00 0 - 2.5	Infants Tops Double Hanger
	TH41DSBL		450	300mm	DOUBLE TOP	3-7	Girls/Boys Tops Double Hanger
	TH42DSBL		300	350mm	DOUBLE TOP	8-16	Girls/Boys Tops Double Hanger
Kids Bottoms	BH59BL		500	180mm	CLIP	NB - 00 0 - 2.5	Infants Bottoms (includes Infants leggings)
	BH60BL		450	210mm	CLIP	3-7	Girls/Boys Bottoms (excl denim/leggings)
	BH64BL		340	260mm	CLIP	8-16	Girls/Boys Bottoms (excl denim/leggings)

**Kids Bottoms
continued**

FL56BL		300	210mm	FoxCLIP	3-7	Girls/Boys Bottoms (Denim/Drill only)
FL57BL		250	280mm	FoxCLIP	8-16	Girls/Boys Bottoms (Denim/Drill only)
BH56BL		650	120mm	CLIP	3-7 8-16	Girls Leggings only (Not Infants)
PH54LXBL		420	190mm	CLIP	0-2.5 3-7	Bottoms of Infants+ Girl/Boy 3-7 top & pant sets

Specific hanger nominations on Orders TWL may nominate a specific hanger that is contrary to detail provided on this page on actual Orders. This may be done to maximise presentation and minimise in-store space requirements. This will be on an exception basis only and will be annotated in the order notes as “deviation from hanger manual instructions”.

Garment	TIC Code	Hanger Photo	QTY per CTN	Hanger Size	Type	Size Range	Department
Sleepwear	TH40XBL		700	250mm	TOP	0-2.5	Infants tops
	TH41XBL		700	300mm	TOP	3-7	Girls/Boys Tops
	TH42XBL		670	350mm	TOP	8-16	Girls/Boys Tops
	PH54LXBL		420	190mm	CLIP	0-2.5 3-7	Infants Bottoms ,Girls/Boys bottoms
	PH55LXBL		520	250mm	CLIP	8-16	Girls/Boys Bottoms
	TH43BL		470	400mm	TOP	All	Womens, Mens (Pant has garment loops)
	BH61BL		340	280mm	CLIP	All	Womens, Mens (Sleep pant only)
Size Clip	AC16		200	One size	Clip	All	All Hangers (TWL NZ specific must be used refer TWL chart)

Specific hanger nominations on Orders

TWL may nominate a specific hanger that is contrary to detail provided on this page on actual Orders. This may be done to maximise presentation and minimise in-store space requirements. This will be on an exception basis only and will be annotated in the order notes as “deviation from hanger manual instructions”.

**** NOTE SIZE CLIPS SHOWN ARE NOT NZ SIZING PLEASE REFER PAGE 8****

TWL Size Clip Charts

**** NOTE THESE ARE SPECIFIC TO TWL NOT AU STANDARD****

Childrens Wear

SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16CPREMWHT	PREM	WHT	White	
AC16CNB1365C	N/B	1365C	Yellow	
AC16C0479	0	479	Salmon	
AC16C00375	00	375	Bright Green	
AC16C000161	000	161	Brown	
AC16C1318	1	318	Turquoise	
AC16C11/2164	11/2	164	Orange	
AC16C2WHT	2	WHT	White	
AC16C21/2347	21/2	347	Dark Green	
AC16C3264	3	264	Lilac	
AC16C43145C	4	3145C	Teal	
AC16C5185	5	185	Red	
AC16C6444	6	444	Grey	
AC16C75615C	7	5615C	Olive	
AC16L81205C	8	1205C	Beige	
AC16C9476	9	476	Brown	
AC16L10164	10	164	Orange	
AC16L12347	12	347	Dark Green	
AC16L14286C	14	286C	Blue	
AC16L161365C	16	1365C	Yellow	

Menswear

SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16M72WHT	72	WHT	White	
AC16M77318	77	318	Turquoise	
AC16M82347	82	347	Dark Green	
AC16M87185	87	185	Red	
AC16M92285C	92	285C	Blue	
AC16M97479	97	479	Salmon	
AC16M102375	102	375	Bright Green	
AC16M1071205C	107	1205C	Beige	
AC16M112479	112	479	Salmon	
AC16M117164	117	164	Orange	

Ladieswear

SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16L81205C	8	1205C	Beige	
AC16C9476	9	476	Brown	
AC16L10164	10	164	Orange	
AC16L12347	12	347	Dark Green	
AC16L14286C	14	286C	Blue	
AC16L161365C	16	1365C	Yellow	
AC16L18185	18	185	Red	
AC16L20WHT	20	WHT	White	
AC16L223145C	22	3145C	Teal	
AC16L241205C	24	1205C	Beige	
AC16L26444	26	444	Grey	
AC16L28264	28	264	Lilac	

Alpha

SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16AXS318	XS	318	Turquoise	
AC16AS347	S	347	Dark Green	
AC16AM286C	M	286C	Blue	
AC16AL185	L	185	Red	
AC16AXLWHT	XL	WHT	White	
AC16AXXL375	XXL	375	Bright Green	
AC16A3XL1365C	3XL	1365C	Yellow	
AC16A4XL476	4XL	476	Dark Brown	
AC16A5XL479	5XL	479	Salmon	
AC16A6XL264	6XL	264	Lilac	

Dual Sizing

SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16AXS/S347	XS/S	347	Dark Green	
AC16AS/M286C	S/M	286	Blue	
AC16AM/L185	M/L	185	Red	
AC16ML/XL157	L/XL	157	Brown	
AC16AXL/2XL375	XL/2XL	375	Bright Green	
AC16A2XL/3XL1365C	2XL/3XL	1365C	Yellow	
AC16A3XL/4XL476	3XL/4XL	476	Dark Brown	
AC16C3/4359	3/4	359	Pale Green	
AC16C5/6264	5/6	264	Lilac	
AC16C7/81205C	7/8	1205C	Beige	
AC16C9/10164	9/10	164	Orange	
AC16C11/12347	11/12	347	Dark Green	
AC16C13/14286	13/14	286	Blue	
AC16C15/161365C	15/16	1365C	Yellow	

Section 2: HANGER COSTS EX TIC and INVOICING TO TWL

TIC Hanger costs and contacts

Below details the costs your will pay TIC directly for our nominated hangers

AUSTRALIA / NEW ZEALAND

232 Blackshaws Road
Altona North
Victoria 3025
Australia
Ph: +613 9392 2343
Fax: +613 9392 2332
Email: dprentice@ticgroup.com.au

HONGKONG

Unit 3, 29/F, Saxon Tower,
7 Cheung Shun Street,
Lai Chi Kok, Kowloon, Hong Kong
Ph: +852 2148 3685
Fax: +852 2148 3085
Email: garis.leung@ticgroupasia.com
Web: www.ticgroupasia.com

SHANGHAI

Unit E, 17/Floor, Hengji Plaza,
No.99, East Huaihai Road,
Huangpu District,
200021, Shanghai, China
Ph: +86 21 6386 0808
Fax: +86 21 6386 9533
Email: jenny.shen@ticgroupasia.com

CODE	COLOURS	DESCRIPTION	CATEGORY	US \$ FIS	NZ \$ FIS	BOX QTY'S
<u>TOPS</u>						
TH40XBL	BLACK	250mm Top Hanger	Childrens	0.082	0.121	900
TH41XBL	BLACK	300mm Top Hanger	Childrens	0.086	0.126	700
TH40DSBL	BLACK	250mm Double Top Hanger	Childrens	0.180	0.265	500
TH41DSBL	BLACK	300mm Double Top Hanger	Childrens	0.194	0.285	450
TH42DSBL	BLACK	350mm Double Top Hanger	Childrens	0.201	0.296	300
TH42XBL	BLACK	350mm Top Hanger	Childrens	0.094	0.138	670
TH43BL	BLACK	400mm Top Hanger	Adults	0.109	0.160	470
TH45BL	BLACK	460mm Top Hanger	Adults	0.125	0.184	370
KN44BL	BLACK	420mm Knitwear Hanger	Adults	0.172	0.253	320
KN47BL	BLACK	460mm Knitwear Hanger	Adults	0.187	0.275	290
<u>BOTTOMS</u>						
BH56BL	BLACK	120mm Bottom Clip Hanger	Childrens	0.120	0.176	650
BH59BL	BLACK	180mm Bottom Clip Hanger	Childrens	0.155	0.228	500
BH60BL	BLACK	210mm Bottom Clip Hanger	Childrens	0.165	0.243	450
BH61BL	BLACK	280mm Bottom Clip Hanger	Childrens	0.195	0.287	340
BH64BL	BLACK	260mm Bottom Clip Hanger	Childrens	0.180	0.265	340
FL56BL	BLACK	210mm Bottom Fox Lock Hanger	Childrens	0.165	0.243	300
FL57BL	BLACK	280mm Bottom Fox Lock Hanger	Adults	0.195	0.287	250
FL58BL	BLACK	310mm Bottom Fox Lock Hanger	Adults	0.219	0.322	240
PH54LXBL	BLACK	190mm Bottom Prong Hanger with Loop	Childrens	0.094	0.138	420
PH55LXBL	BLACK	260mm Bottom Prong Hanger with Loop	Adults	0.126	0.185	520
<u>SIZE CLIPS</u>						
AC16	ASSTD	Size Clip	All Groups	0.009	0.013	200 bag

NOTES: Prices are exclusive of any Bank Charges, Customs or Port Clearance Fees (where applicable)

LEAD TIMES: **NEW ZEALAND** From receipt of order despatch time in 2 business days

CHINA / HKG: Despatch within 10 days from receipt of sales order / customs documents

BANGLADESH: Despatch 30 business days from receipt of all documents. Hangers.bd@ticgroupasia.com

Note:

Hanger pricing into Bangladesh is on a C&F basis so clearance and delivery is for the Suppliers account / care

Suppliers should ensure they input the relevant PO number into the TIC portal when ordering hangers

Suppliers are required to key in the 8-digit order number in the field below. If you do not fill this in a message will pop up on the next screen and you cannot continue with placing the order until the order number is entered.

the warehouse // what you get is what you pay for

Create a Sales Order

Sold to party: **DUMMY CUSTOMER**

Please correct the following details in your order...
TWL NZ Order Number should fall in the range of 18000000 and 19999999

TWL NZ Order Number (eg: 18000000,18000001,18000002)

Dispatch Date Ex Warehouse

Ordering hangers for Sets

TWL may require you to hang garments as a set to make a single sales unit, such as infants and kid's pyjamas

On the TWL purchase order you will see a TWL Code (as below), but you are required to order single hanger types as per the TIC description

TWL Code	TIC Description
TWL300	TH40XBL + PH54LXBL
TWL301	TH41XBL + PH54LXBL
TWL302	TH42XBL + PH55LXBL



This is what needs to needs to ordered

For hanging instructions please refer to – folding and packing standards ref packing diagram code C1

Recovering the cost of hangers from TWL

TWL require suppliers to show cost of goods as a single line cost (hanger inclusive). TWL will pay you (the supplier) for the hanger at the same time as goods are paid for on standard commercial documentation.

For NZ Custom's purposes TWL will locally advise hanger quantities applicable on orders at time of clearance. If you have any queries, please contact - Maria Purdy TWL International Logistics Manager maria.purdy@thewarehouse.co.nz

Section 3: HANGING / PACKING / LABELLING REQUIREMENTS

Hanging Requirements

- Garments to be hung on hangers as nominated in specific PO details
- Hanger type and size will be specified on the TWL PO
- When we refer to a hanger we are also referring to the additional size clip that must be added (as applicable size) to the hanger
- Hanger selection will be based on desired garment presentation
- When using bottom hangers, do not include additional pieces of foam, tissue or paper inside the clip jaws
- Hangers must never be included loose in cartons
- Broken Hangers must never be included in cartons

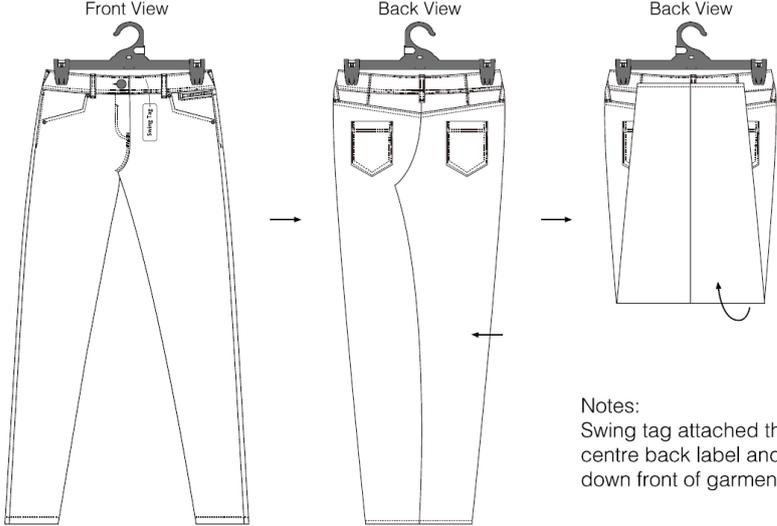
Folding and Packing Standards

All Apparel Suppliers are to ensure that

- Garments are clean and dry before packing
- Staff handling the garments have clean hands and the general environment is clean and dust free
- All garments to be folded as per garment folding instructions detailed in this document
Refer to specific folding methods to minimise creasing or crushing of garments in transit

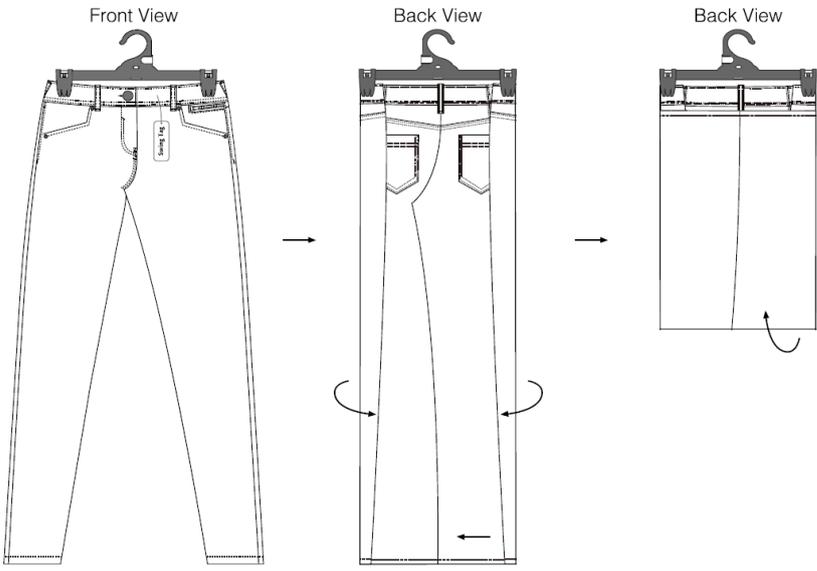
Product Type	Image Code	Description
Pants, Jeans, Leggings, Skirts and Shorts Though images show only pants they are also suitable for shorts. Shorts do not require centre fold. Though images show only long skirts they are also suitable for short skirts. Short skirts do not require centre fold.	P1 P2 P3 D1 D2	Front hung pants – regular sizes Front hung pants - larger sizes Side hung pants – Active Intent Men’s / Formal Men’s and Kate Madison
All Casual Pants/trousers and shorts: which have Bellows pockets or side patch pockets (along the outer side seam) or cargoes	P3	SIDE HUNG.
Tops (including Knitwear) Though images show only long sleeve tops they are also suitable for short sleeve tops	T1 T2	Front hung top – regular sizes Front hung top - larger sizes
Dresses and Nightgowns	D3 D4	Front hung dress – regular sizes Front hung dress - larger sizes
Kids Pyjamas and Coordinate Sets Top on appropriate top hanger Bottom on appropriate clip hanger Loop on clip hanger to be placed over hook on top hanger	C1	Front hung, connected set of pyjamas
Adult Pyjamas Adults PJ’s are to be hung on a single top hanger with bottoms secured by hanger loop	C2	Front Hung, bottoms secured by hanger loops to hanger
Shirts	S1	Front hung, arms folded and secured
Girls Leggings As noted on order	L1	Side hung, hems clipped to hanger
Swimwear As specified on orders		

P1 – Front Hung Pants – (S – 3XL Men’s), (8-20 & S – 2XL Women’s), (Active Kids)

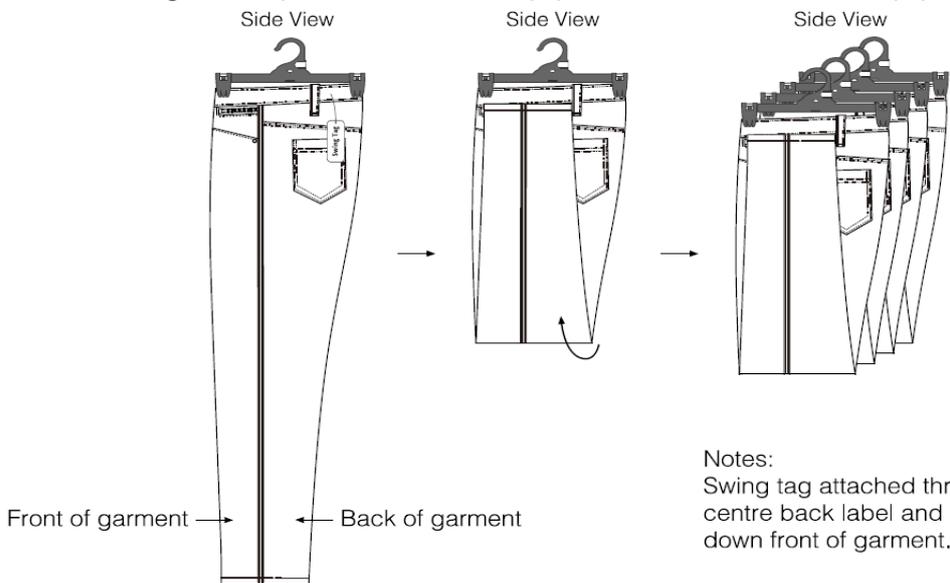


Notes:
Swing tag attached through centre back label and hangs down front of garment.

P2 – Front Hung Pants – (4XL – 6XL Men’s), (18 – 28 & 3XL – 6XL Women’s)



P3 – Side Hung Pants - (Men’s Formal Pants), (Women’s Kate Madison All), (Active Intent Mens)

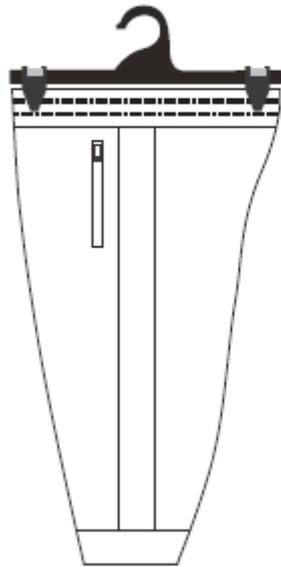


Notes:
Swing tag attached through centre back label and hangs down front of garment.

P4 – Side Hung Pants - (Active Women’s)

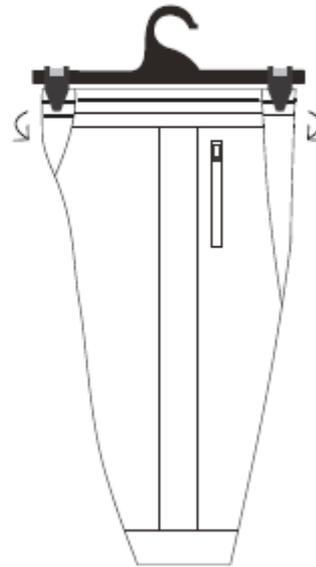
Side View with Hook Facing to the Left

1. Fold garment seam to seam with back of garment to right.



Side View with Hook Facing to the Right

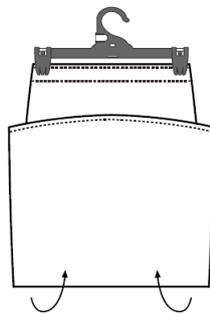
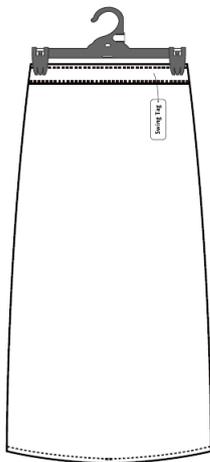
2. Fold the garment as indicated.



D1 – Front Hung Skirt – (8 – 20 & S – 2XL Women’s)

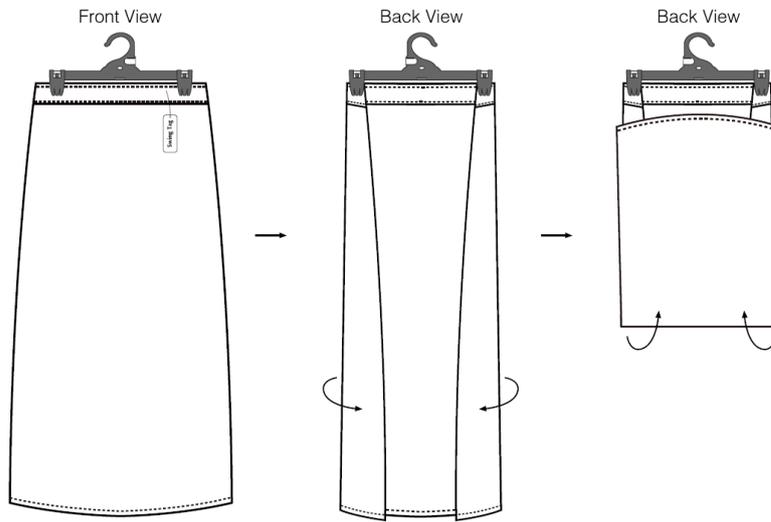
Front View

Back View

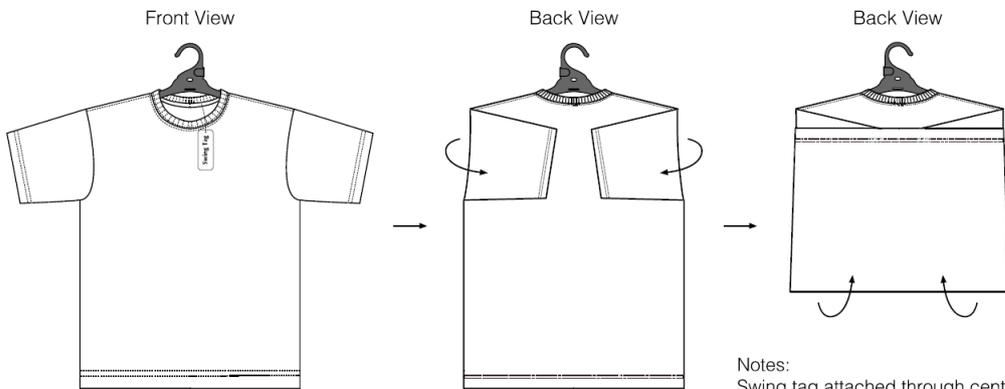


Notes:
Swing tag attached through centre back label and hangs down front of garment.

D2 – Front Hung Skirt – (18 – 28 & 3XL – 6XL Women’s)

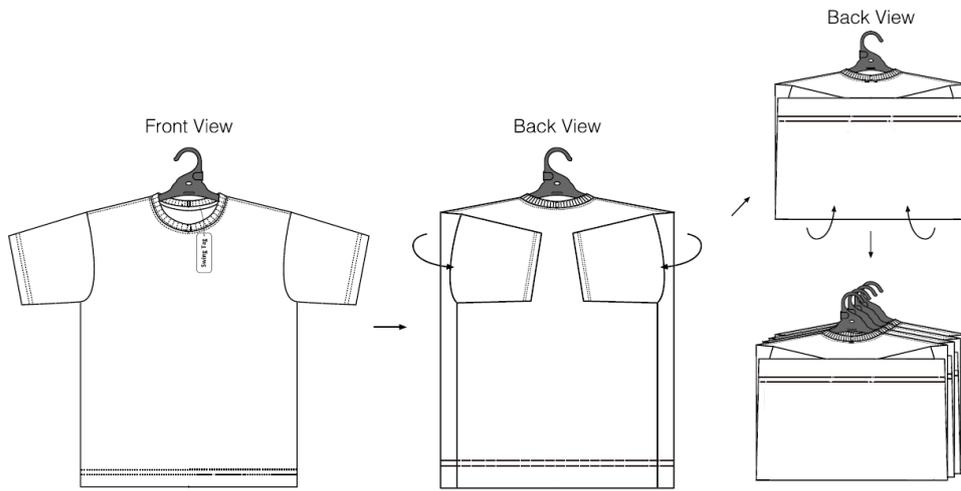


T1 – Front Hung Tops – Regular sizes



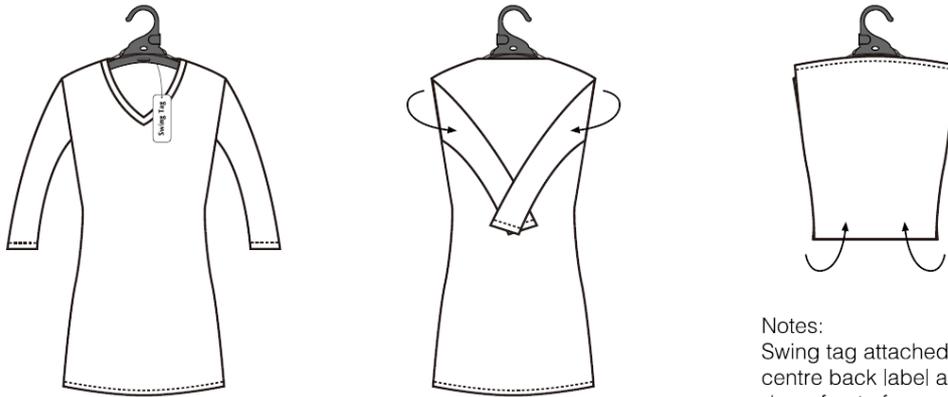
Notes:
 Swing tag attached through centre
 back label (or centre back hanging
 loop if label printed directly onto
 fabric of garment) and hangs out
 front of garment.

T2 – Front Hung Tops – Larger sizes



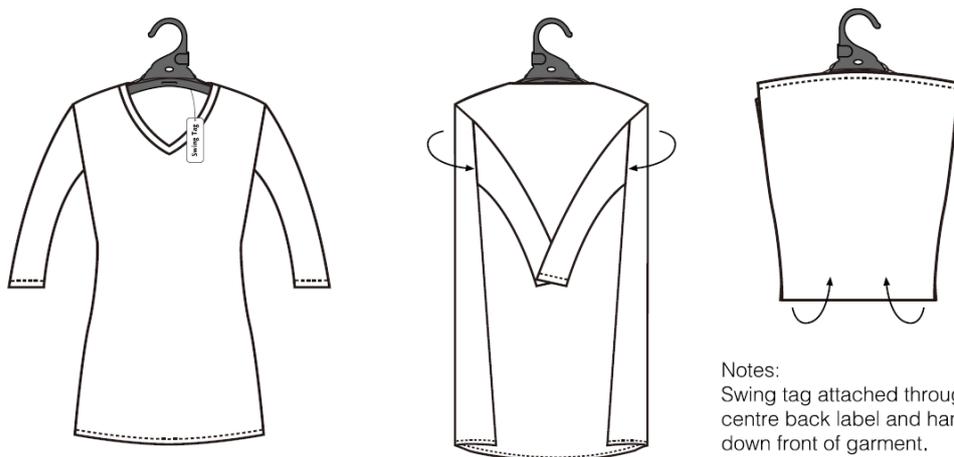
Notes:
 Swing tag attached through centre back label (or centre back hanging loop if label printed directly onto fabric of garment) and hangs out front of garment.

D3 – Front Hung Dress / Nightgown– Regular sizes



Notes:
 Swing tag attached through centre back label and hangs down front of garment.

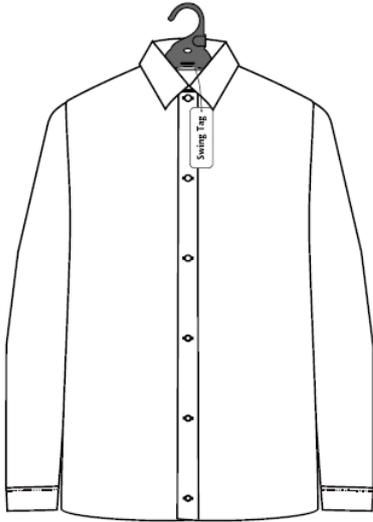
D4 – Front Hung Dress / Nightgown–Larger sizes



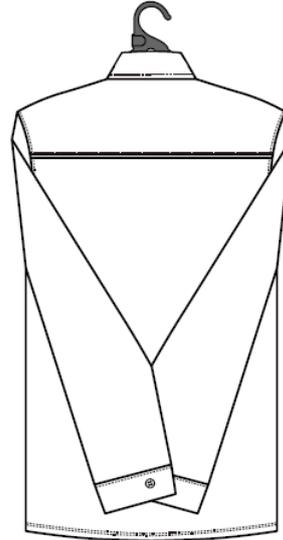
Notes:
 Swing tag attached through centre back label and hangs down front of garment.

S1 – Shirts

Front View



Back View



Notes:

Swing tag attached through centre back label and hangs down front of garment.

L1 – Side Hung Girls Leggings

1, Fold garment seam to seam with back of garment to right



2, Fold up legs and close clips over hems to secure.



Notes:

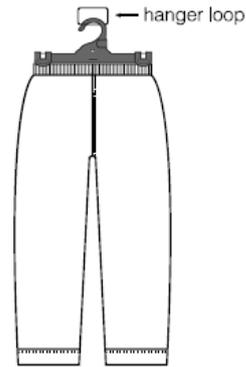
Swing tag to be attached to the hanger loop sewn into the waistband of the leggings.

C1 – Kids Pyjamas

1, Hung top on top hanger



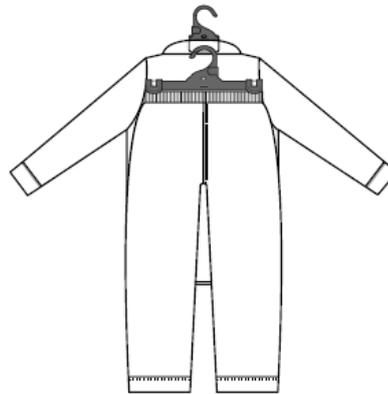
2, Clip pants onto bottom hanger



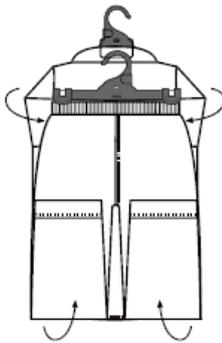
3, Turn over top front down



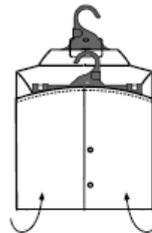
4, Hook loop of pants hanger over hook of top hanger
Front of top will face forward, front of pant will face back



5, Fold in arms of top and fold up legs of pants



6, Double fold the top as indicated

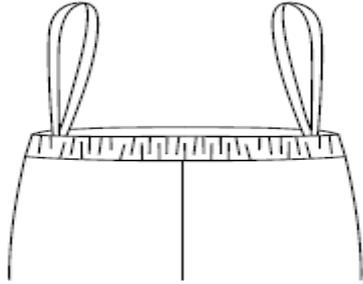


7, Front view after packing

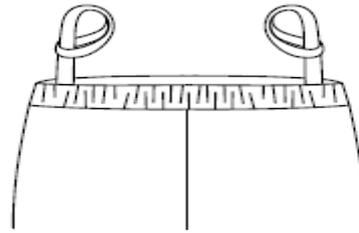


C2 – Adults Pyjamas

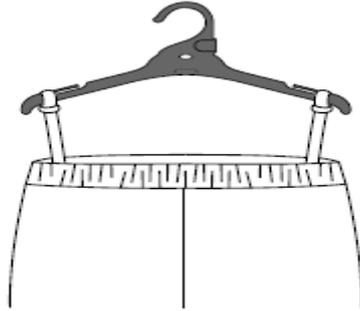
1. Flat the pants and make the hanger loop



2. Make the hanger loop into ring shape



3. Place the ring part on the hanger, and secure it.

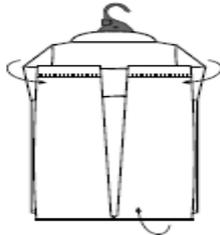


4. Put the top on the hanger over the pants

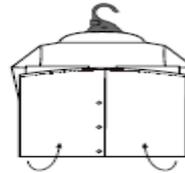


Notes:
Swing tag attached through
centre back label and hangs
down front of garment.

5. Fold the garment as indicated



6. Back view after packing



7. Front view after packing



Loops for Adults Pyjamas

Measurement for Women's & Men's

- Loop to finish 37cm long from top edge of waistband to hanger hook (All sizes & styles)
 - Waistband width needs to be taken into account

Hanger loop quality

- Satin ribbon
- 4mm wide
- Must not fray easily
- Colour match to garment

Loop position

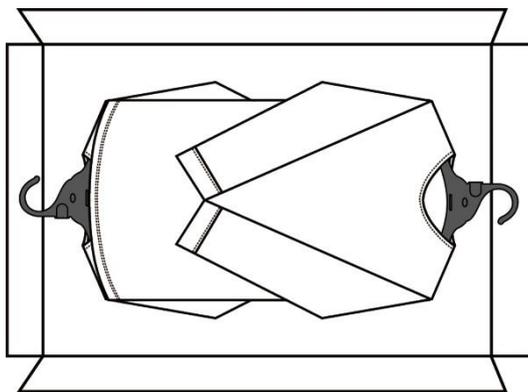
- Loop on fold
- Insert into lower edge of waistband at side seam, turn hanger turn hanger tape up & stitch back across ribbon
- Must be securely inserted and stitched into seam so ribbon does not fray or pull out of seam

Labelling & Barcoding

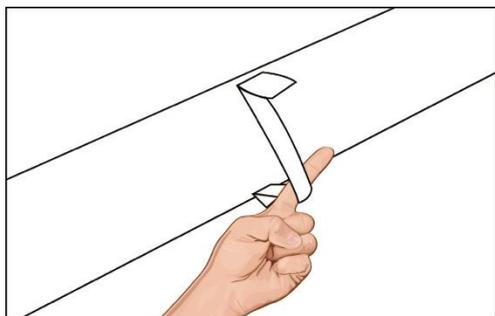
- Labelling: Label to same branding for both sew in and swing ticket
- Barcoding: Barcode labels should be to size and colour. Barcodes to be pre-printed on the reverse side of Swing Ticket. Barcode labels to be arranged and paid by supplier to our nominated label supplier

Hanger Packing Standards continued -

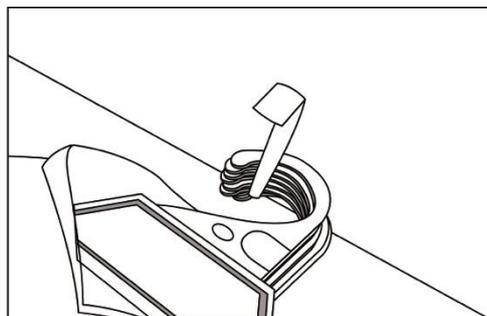
- All garments MUST be on hangers
- To ensure a balanced loading of garments within a carton, lay garments end to end in small groups



- Pre-hung garments to be grouped and Hangers must be secured by elastic fixed on inner carton wall to minimise movement.



Elastic/ribbon stapled/tied at end of carton



Hangers hooked – prevents movement in transit

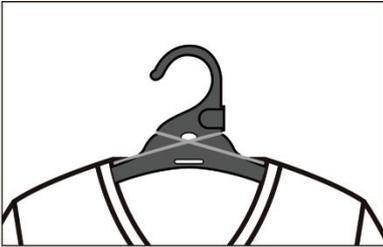
- Carton liner poly bags to be used with garments grouped and folded

It's important that the garments arrive as crease free as possible as Buy Packs are being packed for display
To avoid creasing

- **Fold as instructed**
- **Use the right size box**
- **Sleeves to be folded as instructed (do not roll sleeves up unless instructed by TWL in the garment specification or order notes)**

Garment hanger tapes

TWL may specifically nominate the inclusion of garment hanger tapes on specs for garments that require support and presentation positioning whilst on a hanger. Where this is applicable on a (top) garment please ensure the tapes are looped over the neck of the hanger as shown in diagram below



Section 4: Buy Packs Packing Requirements

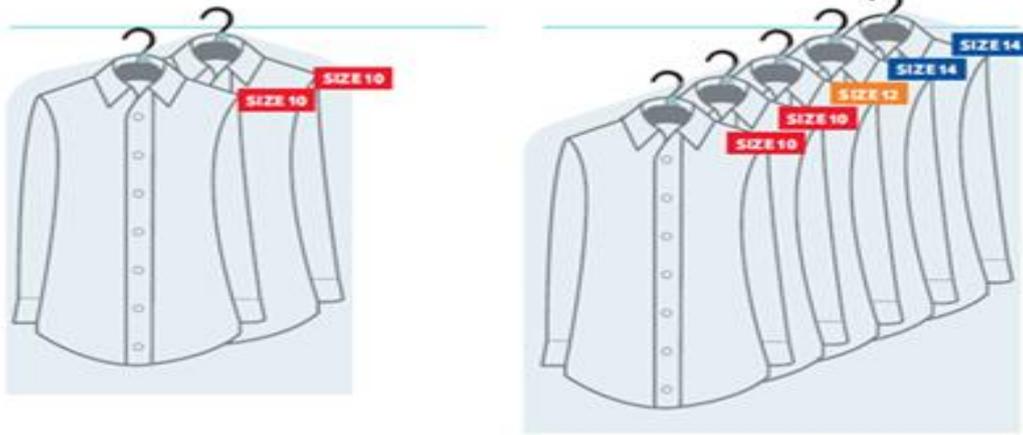
The purpose of this part of the document is to identify the standards required for Suppliers involved in packing buy packs (often known as ratio packs) for The Warehouse Group Ltd. In addition, we include information about NI/SI splits of garments

What is a Buy Pack?

Buy Packs are cartons with multiple garments of one option that contains the full range of appropriate sizes within it (known as a size curve). Buy Packs reduce handling, increase speed through the supply chain and give the stores an easily identifiable, easy to merchandise initial allocation of new season products.

- Making it easier for stores to merchandise equals:
 - Better availability
 - Better presentation
 - Cleaner new season launches
 - Increase sales \$\$
 - Less clearance \$\$

<u>Solid Carton</u> More than one garment of the same size and colour in a carton	<u>Buy Pack</u> More than one garment of the same colour in a combination of sizes in a carton
---	--



When – from SS18 (from Mailer 51 – In Store July 2017) all seasonal garments (except for Schooltex) must be delivered to us in a buy pack with an agreed quantity of replenishment stock in solid packs on the same order. Also from this date all apparel (excluding Schooltex) will be distributed to our South Island stores from our South Island Distribution Centre in Christchurch so orders for these stores will be delivered directly into the South Island of New Zealand.

Many suppliers will have experience of Buy Packs either through their use with other customers or as part of the TWL trials during 2016.

How will Buy Packs Work – Headlines for Suppliers

- The Buy Pack size is generated by the how many garments fit on a Prong in a TWL store so they are designed to fit straight onto a prong
- Buy Packs are Introduced for initial allocation of seasonal Products only i.e. for Launch Orders
- Non-seasonal CONTINUITY ranges will continue to be supplied in singles / solids (new colours should be in buy packs)
- Buy Packs will be 100% cross-dock through both North and South Island DC's. This means that, with the exception of QC checks, the cartons will not be opened and processed at the DC. The first time they will be opened will be at the store which is why accuracy is so critical.
- All buy packs will be different quantities depending on the product type – there is no standard quantity for a buy pack
- Generally, Apparel buy packs will be one colour only (unless instructed otherwise by the Buyer)
 - Underwear and Accessories currently do multiple colours in their buy packs and will continue to do so)
- Each buy pack has a separate barcode

Purchase Orders

How will you know whether we require a buy pack?

- We will send Suppliers two different PO's – one for the North Island Distribution Centre (NIDC) and one for the South Island Distribution Centre (SIDC)
- The PO will have a DC number for delivery a guide to these DC numbers is:

	NI DC#	SI DC#
Apparel	870	897
Footwear	888	897

- If it is a Buy Pack Order each order for the NIDC and the SIDC will contain four elements
 1. A summary of the total order quantity by size
 2. A detailed Buy Pack order breakdown
 3. A detailed Solid Pack order breakdown
 4. Plus, the standard notes list detailing labelling, barcoding, packaging instructions etc.
- If it is a Continuity line each order for the NIDC and the SIDC will contain two elements
 1. The total order quantity by size
 2. Plus, the standard notes list detailing labelling, barcoding, packaging instructions etc.
- For the Buy Pack Order, we will specify on our PO the following information
 - By Barcode the total number of buy packs we require and the volume that represents
 - 125 buy packs = 1,500 units
 - The carton quantity of the Buy pack e.g. a buy pack of 18
 - Whether we require two different sizes of Buy pack or just a single size
 - The size curve within the Buy Pack. For example:

Size	S	M	L	XL	2XL	3XL
Assortment	2	3	4	4	3	2

IMPORTANT NOTE: To give the TWL stores the best range of sizes to suit their sales profile and demographic the size curve in the big and small buy pack will not be the same. PLEASE PAY SPECIAL ATTENTION TO SIZE CURVES IN DIFFERENT SIZE BUY PACKS

The Warehouse New Zealand
SUMMARY APPAREL PROFORMA

Order Proforma	Order 1, Order 2	
Buyer	MYF	MENS - YOUNG & SWIM
Agent		
Supplier	1234	Mr Supplier
Factory	xxxx	Mr Suppliers Factory
Spec Number		WMS12345
Agent Commission		
TOTAL	870	887

Currency NZD
Terms FID
Payment DC
Origin
FOB Port
Delivery 12 Sep 2016
16 Sep 2016

Barcode	Description	Season	Order Qty	P Size	Purch Cost	ELC	Unit Price	GP %	Hanger
Colour/Size									
1 999998846676	PRODUCT A S	TS	154	10	2.000	2.00	49.66	95.4	
1 999998846683	PRODUCT A M	TS	1080	10	2.000	2.00	49.66	95.4	
1 999998846690	PRODUCT A L	TS	1254	10	2.000	2.00	49.66	95.4	
1 999998846706	PRODUCT A XL	TS	926	10	2.000	2.00	49.66	95.4	
1 999998846713	PRODUCT A 2XL	TS	786	10	2.000	2.00	49.66	95.4	
1 999998846720	PRODUCT A 3XL	TS	816	10	2.000	2.00	49.66	95.4	
3 999998846614	PRODUCT B S	TS	74	10	2.000	2.00	49.66	95.4	
3 999998846621	PRODUCT B M	TS	429	10	2.000	2.00	49.66	95.4	
3 999998846638	PRODUCT B L	TS	503	10	2.000	2.00	49.66	95.4	
3 999998846645	PRODUCT B XL	TS	362	10	2.000	2.00	49.66	95.4	
3 999998846652	PRODUCT B 2XL	TS	302	10	2.000	2.00	49.66	95.4	
3 999998846669	PRODUCT B 3XL	TS	312	10	2.000	2.00	49.66	95.4	
TOTAL ORDER			6998		13996.000		13996.00		

Section 1
Total Order
Summary
by size

The Warehouse New Zealand

ORDER 1 APPAREL PROFORMA

MAILER NUMBER:
PO NUMBER:

Arrival DC	870
-------------------	------------

Barcode	Description	Season	Order Qty	P Size	Purch Cost	ELC	Unit Price	GP %	Hanger
Buy Pack Composition									
1 999998846676	PRODUCT A S	TS		1	2.000	2.00	49.66	95.4	
1 999998846683	PRODUCT A M	TS		5	2.000	2.00	49.66	95.4	
1 999998846690	PRODUCT A L	TS		6	2.000	2.00	49.66	95.4	
1 999998846706	PRODUCT A XL	TS		4	2.000	2.00	49.66	95.4	
1 999998846713	PRODUCT A 2XL	TS		4	2.000	2.00	49.66	95.4	
1 999998846720	PRODUCT A 3XL	TS		4	2.000	2.00	49.66	95.4	
1 Total New BuyPack 1	BPK PRODUCT A DESCRIPTION		1656	69	24				

Buy Pack Composition									
3 999998846614	PRODUCT B S	TS		1	2.000	2.00	49.66	95.4	
3 999998846621	PRODUCT B M	TS		2	2.000	2.00	49.66	95.4	
3 999998846638	PRODUCT B L	TS		3	2.000	2.00	49.66	95.4	
3 999998846645	PRODUCT B XL	TS		2	2.000	2.00	49.66	95.4	
3 999998846652	PRODUCT B 2XL	TS		2	2.000	2.00	49.66	95.4	
3 999998846669	PRODUCT B 3XL	TS		2	2.000	2.00	49.66	95.4	
3 Total New BuyPack 2	BPK PRODUCT B DESCRIPTION		348	29	12				

Buy Pack Composition									
3 999998846614	PRODUCT B S	TS		1	2.000	2.00	49.66	95.4	
3 999998846621	PRODUCT B M	TS		5	2.000	2.00	49.66	95.4	
3 999998846638	PRODUCT B L	TS		6	2.000	2.00	49.66	95.4	
3 999998846645	PRODUCT B XL	TS		4	2.000	2.00	49.66	95.4	
3 999998846652	PRODUCT B 2XL	TS		4	2.000	2.00	49.66	95.4	
3 999998846669	PRODUCT B 3XL	TS		4	2.000	2.00	49.66	95.4	
3 Total New BuyPack 3	BPK PRODUCT B DESCRIPTION		696	29	24				

Section 2
Buy Pack
Orders

Solid Pack		SPK PRODUCT DESCRIPTION							
1	999998846676	PRODUCT A S	TS	40	10	2.000	2.00	49.66	95.4
1	999998846683	PRODUCT A M	TS	390	10	2.000	2.00	49.66	95.4
1	999998846690	PRODUCT A L	TS	440	10	2.000	2.00	49.66	95.4
1	999998846706	PRODUCT A XL	TS	360	10	2.000	2.00	49.66	95.4
1	999998846713	PRODUCT A 2XL	TS	260	10	2.000	2.00	49.66	95.4
1	999998846720	PRODUCT A 3XL	TS	290	10	2.000	2.00	49.66	95.4
3	999998846621	PRODUCT B M	TS	110	10	2.000	2.00	49.66	95.4
3	999998846638	PRODUCT B L	TS	110	10	2.000	2.00	49.66	95.4
3	999998846645	PRODUCT B XL	TS	90	10	2.000	2.00	49.66	95.4
3	999998846652	PRODUCT B 2XL	TS	50	10	2.000	2.00	49.66	95.4
3	999998846669	PRODUCT B 3XL	TS	60	10	2.000	2.00	49.66	95.4
Total Solids Pack				2200		4400.000	4400.000		

Section 3
Solid Pack
Orders

Colour/Size									
1	999998846676	PRODUCT A S	TS	109	10	2.000	2.00	49.66	95.4
1	999998846683	PRODUCT A M	TS	735	10	2.000	2.00	49.66	95.4
1	999998846690	PRODUCT A L	TS	854	10	2.000	2.00	49.66	95.4
1	999998846706	PRODUCT A XL	TS	636	10	2.000	2.00	49.66	95.4
1	999998846713	PRODUCT A 2XL	TS	536	10	2.000	2.00	49.66	95.4
1	999998846720	PRODUCT A 3XL	TS	566	10	2.000	2.00	49.66	95.4
3	999998846614	PRODUCT B S	TS	58	10	2.000	2.00	49.66	95.4
3	999998846621	PRODUCT B M	TS	313	10	2.000	2.00	49.66	95.4
3	999998846638	PRODUCT B L	TS	371	10	2.000	2.00	49.66	95.4
3	999998846645	PRODUCT B XL	TS	264	10	2.000	2.00	49.66	95.4
3	999998846652	PRODUCT B 2XL	TS	224	10	2.000	2.00	49.66	95.4
3	999998846669	PRODUCT B 3XL	TS	234	10	2.000	2.00	49.66	95.4
Total Order 1				4900		9800.000	9800.000		

Section 4
Summary of
North Island
order

The Warehouse New Zealand

ORDER 2 APPAREL PROFORMA

MAILER NUMBER:

PO NUMBER:

Arrival DC 897

Barcode	Description	Season	Order Qty	P Size	Purch Cost	ELC	Unit Price	GP %	Hanger
---------	-------------	--------	-----------	--------	------------	-----	------------	------	--------

Section 5
South Island DC
Order

- Buy Pack
- Solids
- SI Summary

Section 6: Order Notes

Please Note: Notes on orders will be reduced to include instructions specific to that order; for generic packing instructions please refer to the relevant section of this Apparel Packing Standards Manual

Order Confirmation: Please supply your sales confirmation within 5 working days of receiving this Proforma

NI/SI Shipping and Paperwork Requirements

For FOB Suppliers, there is no change to our current process and shipping paperwork requirements, however you will now have two orders one with POD Auckland and the other POD Lyttleton.

These will each require their own set of documents (you can of course combine orders with aligned delivery dates/destination onto a single set of documents)

If supplying on an FID basis, please contact your Logistics provider to arrange shipment directly into Lyttleton for SO orders.

As per TWL Terms of Trade all FOB orders must be shipped with TWL nominated Freight Forwarder

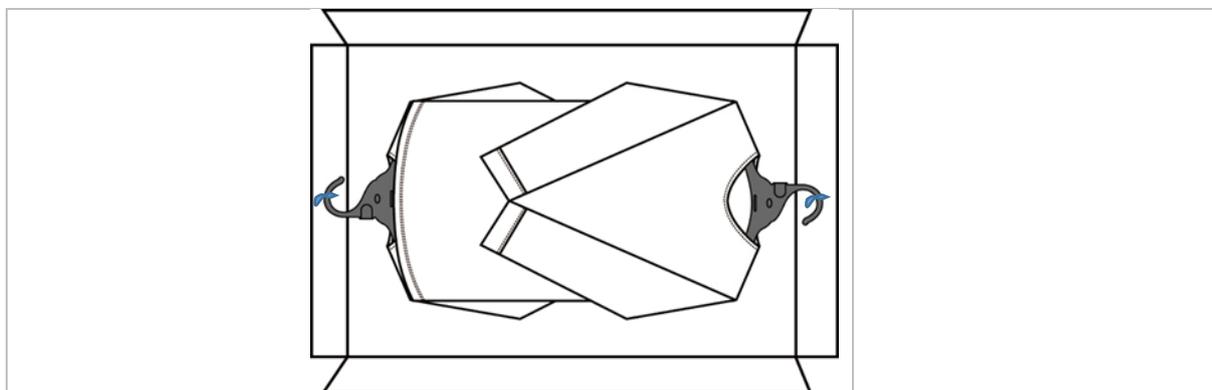
MONDIALE FREIGHT SERVICES Ltd and their Worldwide Agency Network

For ease of reference please find below a link to Mondiale's website which details all contact information.

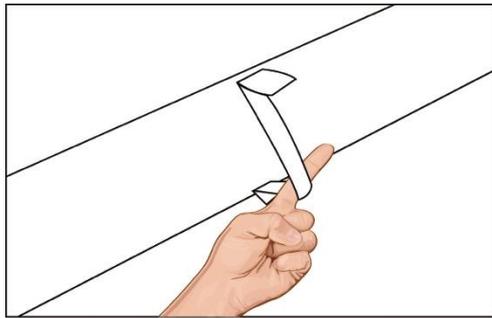
www.mondiale.co.nz/twg

Buy Packs – Packing Requirements

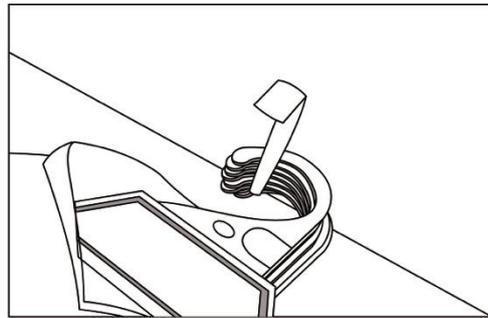
- All garments MUST be on hangers
- To ensure a balanced loading of garments within a carton, lay garments end to end in small groups
- For example, in a buy pack of 12 with a size range from Small to 2XL. Lay the Small to Large together in one direction and the XL to 2XL in the other direction



- Pre-hung garments to be grouped and Hangers must be secured by elastic fixed on inner carton wall to minimise movement (see following pictures for example).



Elastic/ribbon stapled/tied at end of carton



Hangers hooked – prevents movement in transit

- Carton liner poly bags to be used with garments grouped and folded

Additional instructions for buy packs are

- All garments to be on hangers
- Do not exceed specified number of hangers for carton
- Do not exceed 20kg and apply weight labels as appropriate (see section 5)
- Garments to be placed into cartons by top tailing garments on lots of 5 or 6 depending on ratio quantity
- Garment store ready presentation must be preserved at all times so pack the buy packs in size order from largest to smallest size from the bottom to top of the box
- Carton must be the correct height/width/depth to fit buy pack without placing stress on the garment when packing and sealing the carton
- Correct size curve ratio and quantity only to be packed per carton, no multiple packs to be put in cartons unless instructed by the Buyer on the Packing instructions (see later section about Multiple Buy Packs in an Outer)
- You may be requested to pack back packs in polybag inners within cardboard outers – this will be made clear on the packing instructions. You cannot do this without permission from TWL.
- Accuracy in packing is critical; please refer to section 5 for additional information.

Labelling instructions – see section 5 for detail

- All deliveries to TWL DC's must have approved labels or carton marking in the correct position, clearly visible.
- Please PRINT/LABEL the Department Name on each side of the Buy Pack cartons to help our stores identify what is in the carton e.g. WOMENS, MENS etc.
- If you are requested to pack multiple buy pack inners in a cardboard outer, please apply an orange label to two sides of the outer cardboard carton
- For buy packs the info in the carton marking section must be replicated on a sticky label on the polybag inner or a label inside the polybag liner that is securely positioned so it can clearly be seen by TWL DC and Store staff
- If you deliver a part carton, then please apply a YELLOW label

It's important that the garments arrive as crease free as possible

To avoid creasing

- **Fold as instructed**
- **Use the right size box**
- **Sleeves to be folded as instructed (do not roll sleeves up unless instructed by TWL in the garment specification or order notes)**

Garment hanger tapes

TWL may specifically nominate the inclusion of garment hanger tapes on specs for garments that require support and presentation positioning whilst on a hanger. Where this is applicable on a (top) garment please ensure the tapes are looped over the neck of the hanger as shown in diagram below



Tissue Paper and Poly Bags

- Tissue paper should be avoided unless absolutely necessary to protect the garment or print on the garment
- The use of tissue paper creates operational inefficiencies and safety issues for TWL stores
- Minimising the use of unnecessary packaging is key to TWL Environmental Policies
- Polythene bags are intended to provide in-transit protective covering for garments. If garments are to held in reserve, they also provide dust protection for storage.
- The over use of poly bags causes a number of operational inefficiencies, Environmental issues, Health and Safety issues for TWL team members and unnecessary increased cost of goods

Suppliers therefore must consider the below hierarchy when using poly bags

1. Carton liner poly bag – to be used when buy pack is at a carton level quantity
 2. Multi-unit poly bag – to be used when cartons need to be opened for allocation and allocation can be done without opening multi-unit poly bags.
 3. Individual unit poly bag – Only upon prior agreement from Buying and Sourcing Manager H2T
- Polybags to be made of recyclable material only
 - Poly bags must be clear (no colouring) and have the recycling logo 
 - Poly bags must be BHT free (butylated hydroxy toluene)
 - Poly bags must be a minimum weight of 10 mu
 - Do not use Polypropylene bags
 - Poly bags must be odour free and contain no contaminants
 - Safety of poly bags / carton liners is provided by having air holes (via hole-punching or perforations) to eliminate the risk of suffocation to children.
 - All plastic bags need the recycling logo and the following information on them, **Text must be in CAPITALS**

CAUTION:
THIS BAG IS NOT A TOY.
TO AVOID DANGER OF SUFFOCATION
KEEP THIS BAG AWAY FROM
CHILDREN

Variations of this safety warning are acceptable, however they must provide a similar statement

Garment Protection

Buy Packs will be cross docked through the DC's to our stores in their original carton. Stores will probably use a sharp knife to open the carton which may risk damaging the garments inside. To prevent this damage please insert a piece of cardboard top and bottom of the buy packs.



Section 5: CARTONS, SUPPLY CHAIN REQUIREMENTS, QUALITY PROCESS AND CHECKS and DELIVERY COMPLIANCE

Carton Standards

Cartons must be of a suitable standard and quality to protect merchandise from damage under typical conditions of transport and handling

- Carton size must be chosen to closely fit the volume of contents within.
- Garments must not be squashed to fit the size of a carton (resulting in excessive creasing or damage to garments)
- Merchandise must not overfill the carton
- It is TWL policy that we do not accept second hand cartons for any deliveries
- Metal staples, metal strapping and polypropylene strapping are not to be used to seal cartons, tape is acceptable
- Carton strapping: no carton strapping accepted. Penalties apply

The minimum acceptable board grade carton is to be:

- Board grade 4
- C flute (Flutes must run vertical to ensure box stacking is fully maximised)
- Single wall
- Inferior quality board should not be used

Cartons are encouraged to be

- Made of recycled material
- Contain no bleaches
- Be free of surface treatments
- Only constructed from board (no additional materials like plastic films)
- Easy to open without tools

Carton Markings

All outer cartons must be clearly marked with the information as specified on the purchase order contract and detailing carton weight / cbm.

All deliveries to TWL DC's must have approved labels or carton marking in the correct position, clearly visible.

Below are examples of what good looks like

Section A (front carton mark on both sides)

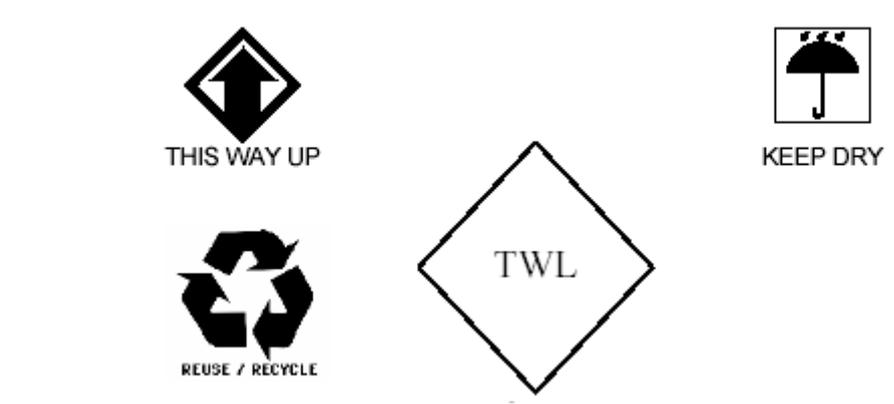


Section B (side carton mark on both sides)

**If there are multiple buy packs in the carton please specify under the Quantity.
 For Example: 10 sets x 3 Buy Packs**

Description: WDRE MAT KNIT DRESS						
QTY: 10 SETS						
Cube:50X48X12 CM						
Net Weight: 2.5 KG						
Gross Weight: 3.5 KG						
2-100000-222773						
SIZE	S	M	L	XL	2XL	3XL
COLOUR						
CH/MRLS	2	2	2	2	1	1

The Shipping mark for a solid pack is



THIS WAY UP

KEEP DRY

REUSE / RECYCLE

TWL

P/Order # **16626003**

Item # **MJEA-0001**

Carton # **01** OF **168**

Country of Origin
BANGLADESH

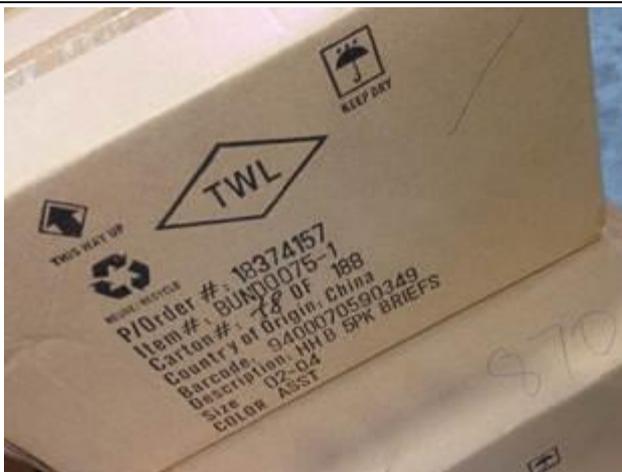
Barcode
9401025759446

Description
JEAN BDCO CLASSIC

Colour- **RW DNM**

Size- **82**

Port - AUCKLAND



Make sure the pack/carton contains **exactly** what is shown on the label. **Information about style, PO, and barcode must be accurate. Please refer to the checks we will do and the penalties for errors as outlined below**

Please ensure the carton markings accurately reflect the quantity in the carton. Pay special attention to this if you are packing two sizes of Buy Packs. If one buy Pack of the same option contains 20 and the other buy pack contains 10 please ensure the carton marking reflects that.

Please ensure that the CARTON number reflects the quantities of the total order on the PO by Island. If the order for the North Island is 100 cartons each carton should be labelled 1 of 100, 2 of 100 3 of 100 etc. irrespective of whether they are large buy packs, small buy packs or solid packs. The numbering sequence should be in the following order: -

Large buy packs first, followed by small buy packs and finally solid packs.

Additional Info:

Please PRINT or LABEL the Department Name on each side of the Buy Pack carton to help our stores identify what is in the carton. This is not necessary for solid packs.

WOMENS	SLEEP	HOSIERY
MENS	ACTIVE	UNDERWEAR
KIDS	FOOTWEAR	

Multiple Buy Packs in an Outer (Polybag Inners)

- In order to reduce costs, you may be requested to pack buy packs in polybag inners within cardboard outers – this will be made clear on the packing instructions.

NOTE: Please pay special attention to packing instruction; YOU MUST NOT PACK IN INNERS WITHOUT PERMISSION FROM TWL.

- For example – the order will contain the following instructions

Packing For Shipment: To be packed as per buyback Ratio. (26 pieces) per poly bag/buyback, 2 poly bags/buypacks (52 pieces) per carton. Outer must be clearly labelled 2 buy packs enclosed. Poly bags to be made of recyclable material only.

- PLEASE NOTE: if your order has two sizes of buy pack on it pay special attention to the packing instructions for each as the LARGE buy pack may be a single buy pack in a cardboard carton whereas you may be instructed to pack the small buy pack as a multiple buy pack inner within an outer cardboard carton
- To reduce costs, we will order these in the multiples that will ensure Suppliers have a common carton size e.g. large buy pack = 24 garments; small buy pack multiple = 2 x 12 garments in polybags that will fit in the same carton size
- For small buy packs with multiples in a box – We will always try to order inners in the same multiples across all outer cartons eg 8 boxes of 3 inners (small bpk's). However due to the need to match buy packs with store demand we may add the odd carton with a different make-up of inners.
- The make-up of the inners will be specified clearly in the packing instructions.

- If you are requested to pack multiple buy pack inners in a cardboard outer, please apply an orange label to two sides of the outer cardboard carton
- This label should be ORANGE and of at least the following dimensions 150mm x 100mm
- Please use Pantone Orange 021 (or as closest match)

**BREAKDOWN
CARTON**

- The outer carton should also include the number of buy packs that are within the carton as well as the buy pack barcode/item code and other product description information

PLEASE NOTE:

It is no longer a TWL requirement to pack single garments in individual polybags UNLESS the TWL Buyer specifically request it on the packing instructions

NOTE: FOR BUY PACKS, THE INFO IN THE CARTON MARKING SECTION NEEDS TO BE REPLICATED ON A STICKY LABEL ON POLYBAG INNER'S OR A LABEL INSIDE THE POLYBAG LINER THAT IS POSITIONED SO IT CAN CLEARLY BE SEEN BY TWL DC AND STORE STAFF

Please ensure the inner has the following information on it:

Buy Pack barcode, description, PO Number, Quantity in buy pack, colour size, grid breakdown (size curve), mailer number and carton number e.g. 1 of 12

P/Order #:18656174						
Item #: PDRE0016						
Barcode: 2-100000-222773						
Description: WDRE MAT KNIT DRESS						
Colour: CH/MRL						
Mailer: 39						
QTY: 10 units						
SIZE COLOUR	S	M	L	XL	2XL	3XL
CH/MRLS	2	2	2	2	1	1

You do not need to label polybags inside solid packs

Standard Weight Marking Icons for Outer Shipping Carton and Heavy Weight/Bulky Products

All single packaged product, inners and outers, or transit packaging carton containing more than one item that weighs in excess of 12kg or is of a bulky nature, must carry the approved Weight/Bulky marking icons below.

For packages and outer cartons 12kg or over, the following markings are required	
	<p>RECOMMENDED: 12kg-20kg to have 2 person lift icon</p> <p>THIS IS IN ADDITION TO THE MANDATORY GROSS CARTON WEIGHT STATED ON THE SHIPPING MARKINGS</p> <p>This icon can be located on below link under Packaging section http://www.thewarehouse.co.nz/red/catalog/suppliers</p>
<p>XX kg</p>	<p>Weight marking</p> <p>Packages and outer cartons 12kg or over should carry the weight of the item</p>
	<p>The MAXIMUM weight of any one carton of Apparel must NOT exceed <u>20kg</u> and must be labelled as above requirements</p>

Supply Chain Requirements

- The carton must be able to withstand the impacts of an automated supply chain. These impacts may include conveyors, sortation trays, chutes, robotic picking and forklift transportation
- The carton must be safe and easy for team members to pick from a pallet. It should be able to be safely stacked with other products on a mixed pallet of products.
- Cartons must be deemed fit for purpose. It must be of sufficient strength and quality to be able to withstand double pallet stacking without creasing or collapsing
- Carton size must be chosen to closely fit the contents within. Merchandise must not be crushed into cartons, over filling or empty spaces left in the top of the cartons are not acceptable
- Second hand cartons are not acceptable
- Cartons should be taped closed with enough tape to secure the box but not too much to block efficient store opening operations
- Ensure the labelling/markings are as per requirements including specifications, placement and quality
- Ensure the carton does not display any misleading information or unrelated printed matter
- Do not use brown paper wrapping
- Do not use any form of strapping
- Do not use carton stapling as it is a health and safety risk for our distribution and store colleagues

Quality Processes and Checks

All shipments will pass through our in-country Quality checking hub and will be checked by our qualified and experienced QA team in country

In addition to this we will perform number of checks when the garments arrive at our Distribution Centre

Apart from the product specifications imposed by our Quality Assurance teams, the following supply chain requirements will also be assessed in the inspection:

Carton markings – must be as requirements

Carton Quality – must be as requirements

Packing accuracy – 100% compliance to packing specifications listed on purchase orders is expected. Overs, Shorts and substitution are not allowed without the express permission of the TWL team.

Filling Efficiency – Cartons are expected to be filled economically while not compromising product quality. Overfill or under fill of cartons is not allowed.

Information Accuracy – information present on the carton markings is expected to align to actual contents of the carton. Deviation of information is not allowed.

Product Packaging – should be exactly as specified

Product placement within the carton – it is expected that products are placed in accordance to requirements communicated to you.

Delivery Compliance

If/when a quality or quantity issue occurs the Supplier will be expected to:

- Pay for all remedial work required in country or at the Distribution Centre to meet the agreed standard of quality
- Pay for any transport costs that are incurred to get the stock back to the DC for rework
- Compensate for all additional handling costs at Store / DC
- If the remedial work results missing intended on-show date, then missed sales compensation will also apply

Make sure the pack/carton contains **exactly** what is shown on the label. **Information about style, PO, barcode, item code and size curve by quantity must be accurate. Please refer to the checks we will do and the penalties for errors as outlined below**

Part Cartons

Currently we have an order tolerance of +/- 5% but with the introduction of buy packs we are moving to zero tolerance for the buy pack element of the order

The tolerance will be applied across the entire order BUT the contents of the Buy Pack must be 100% accurate in both quantity and size curve

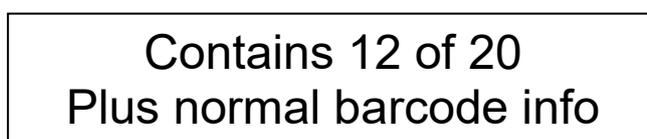
As TWL are splitting orders into Buy Packs and Solids and also into NI and SI the mathematics of the solid order are more difficult to get into full carton quantities. We will endeavour to do this wherever possible but if we are unable and you deliver a part carton then please apply the following label

If you are short of garments in a solid pack due to tolerance resulting in a carton containing a different quantity than expected, then please apply the following label

If you have a small number of excess garments and they will fit into another carton without damaging the packing quality, then follow the following guidelines

- If the excess is <50% of a full carton, then add it to another carton on the order (do not mix barcodes – colours/sizes) in cartons e.g... Carton size is 20 plus excess stock of 6 – tell supplier to add to the carton of 20 and label as a SPLIT CARTON 26
- If the excess is >50% then must be in its own carton even if that is more fresh air

In either case please apply the following YELLOW label - use Pantone Process Yellow (or as closest match)



PLEASE NOTE: you cannot combine part cartons into a larger outer carton. They must be in a standalone carton of one size/one colour

PLEASE NOTE: **MINIMUM CARTON SIZE – DON'T WANT CARTONS WITH SMALL QUANTITIES IN THEM**

Accuracy is critical to TWL so please follow the following guidelines:

- Do not mix barcodes in solid packs – they must be one size one colour
- The tolerance is applied across the entire order but please ensure:
 - The Buy Pack orders must be fulfilled in full. If we order 92 we must get 92. Our Buy Pack orders are specific to store orders so if suppliers short TWL on buy packs some of our stores will have no garments to launch their new season
 - The contents of the Buy packs must be 100% accurate in both quantity and size curve; any shorts/overs within the agreed tolerance must be from the solid pack portion of the order only.
 - The tolerance must be applied across all sizes in the solid packs – all sizes must be available in the size range
- Always ensure the outer carton information exactly relates to the content of the carton