



Head To Toe (H2T) Packing Hanging & Folding Standards

for Replenishment & Buy Packs

Merged and Updated Version – 1.3
JUNE 2026

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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.*

The purpose of this document is to clearly define **'Head to Toe Packing Standards'** for Suppliers involved in the manufacturing and supply of Apparel, Accessories and Footwear to The Warehouse Group.

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

Accessories follow the same packing rules as Apparel – please refer to all sections of this manual.

Footwear also follows the same rules but with “specifics” – please see SECTION 6: FOOTWEAR SPECIFICS.

SECTION 1: HANGERS & HANGER COSTS

Introduction

As you will be aware The Warehouse Ltd. Is constantly looking for opportunities to improve our Apparel and Non-Apparel offering to our New Zealand customers.

From Autumn Winter 17 (AW17) all Suppliers (excluding Schooltex) have been required to hang garments at source for TWG – if not deemed at table line.

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

TIC Group are the only authorised Supplier of hangers to TWG. 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.

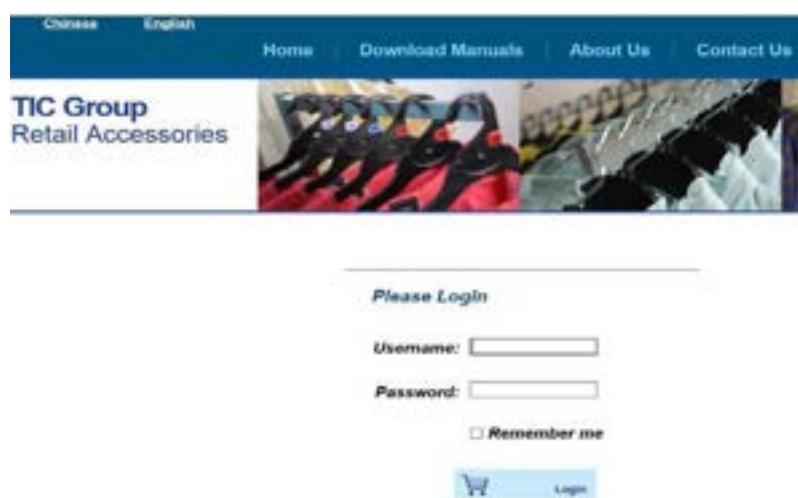
Supply of hangers in China / Bangladesh via TIC Group

TWG Suppliers are required to purchase all hangers from the TWG 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 TWG 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, TWG runs a recycling process for standard hangers, which allows the majority of hangers to have a re-use life span of 6+ cycles.



The screenshot shows the TIC Group Retail Accessories website. The header includes links for Chinese, English, Home, Download Manuals, About Us, and Contact Us. Below the header is a banner image of hangers. The main content area features a 'Please Login' section with a Username field, a Password field, a 'Remember me' checkbox, and a 'Login' button.

TWL Hanger Range

CHILDRENS TOPS			
CODE	DESCRIPTION	SIZE	COLOUR
TH40XBL	Childrens Top Hanger	250mm	Black
TH41XBL	Childrens Top Hanger	300mm	Black
TH42XBL	Childrens Top Hanger	360mm	Black
TH40DSBL	Childrens Double Top Hanger	250mm	Black
TH41DSBL	Childrens Double Top Hanger	300mm	Black
TH42DSBL	Childrens Double Top Hanger	350mm	Black
CHILDRENS BOTTOMS			
BH59BL	Childrens Bottom Clip Hanger	180mm	Black
BH60BL	Childrens Bottom Clip Hanger	210mm	Black
BH61BL	Childrens Bottom Clip Hanger	280mm	Black
BH64BL	Childrens Bottom Clip Hanger	260mm	Black
FL56BL	Childrens Bottom Foxlock Hanger	210mm	Black
PH54LXBL	Childrens Bottom Prong Hanger with Hook	190mm	Black

ADULT TOPS			
TH43BL	Top Hanger	400mm	Black
TH45BL	Top Hanger	460mm	Black
KN44BL	Knitwear Hanger	420mm	Black
KN47BL	Knitwear Hanger	460mm	Black
ADULT BOTTOMS			
FL57BL	Fox Lock Bottom Hanger	280mm	Black
FL58BL	Fox Lock Bottom Hanger	310mm	Black
PH55LXBL	Bottom Prong Hanger with Loop	260mm	Black

TWG may nominate a specific hanger that is contrary to details 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 8/9/10 ****

LINGERIE / UNDERWEAR			
CODE	DESCRIPTION	SIZE	COLOUR
LH34CR	Adults Briefs	255mm	Crystal
LH88CR	Adults Double Brief	260mm	Crystal
LH93CR	Adults Triple Brief	260mm	Crystal
LH99BL	Adults Triple Brief	210mm	Black
BR32CR	Bra	285mm	Crystal
FOOTWEAR			
FW25BL	Multi-Purpose Hanger	170mm	Black
FW26BL	Multi-Purpose Hanger	215mm	Black
FW80BL	Multi-Purpose Hanger	295mm	Black
FW79NBL	Boot Hanger	130mm	Black
FW22BL	U-End Hanger	90mm	Black
FW75BL	U-End Hanger	120mm	Black
FWN20BL	Heel-Toe Hanger	100mm	Black
FW2162BL	Top Up Hanger	162mm	Black
FW2210BL	Top Up Hanger	210mm	Black
FW2260BL	Top Up Hanger	260mm	Black
HANGER ACCESSORIES			
AC16	Size Clips - Plastic Hook		Asstd
AC21 / AC22	Footwear / Lingerie / Underwear Size Tab		Asstd
ST	Footwear Size Clip		White

TWG may nominate a specific hanger that is contrary to details 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 8/9/10 ****

TWG Size Clip Charts

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

AC16 Size Chart

Childrenwear				
SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16CPREMWHT	PREM	WHT	White	
AC16CNB1365C	NB	1365C	Yellow	
AC16C0479	0	479	Salmon	
AC16C00375	00	375	Bright Green	
AC16C000161	000	161	Brown	
AC16C1318	1	318	Turquoise	
AC16C112164	11/2	164	Orange	
AC16C2WHT	2	WHT	White	
AC16C212347	21/2	347	Dark Green	
AC16C3264	3	264	Lilac	
AC16C43145C	4	3145C	Teal	
AC16C5185	5	185	Red	
AC16C6444	6	444	Gray	
AC16C75615C	7	5615C	Olive	
AC16L81205C	8	1205C	Beige	
AC16C8476	8	476	Brown	
AC16L10164	10	164	Orange	
AC16C12347	12	347	Dark Green	
AC16L14286C	14	286C	Blue	
AC16L161365C	16	1365C	Yellow	

Menswear				
SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16M37444	37	444	Gray	
AC16M38157	38	157	Brown	
AC16M38347	38	347	Dark Green	
AC16M40375	40	375	Bright Green	
AC16M41PB	41	PB	Pro Blue	
AC16M42121	42	121	Yellow	
AC16M43264	43	264	Lilac	
AC16M44184	44	184	Tan Brown	
AC16M45150	45	150	Light Orange	
AC16M72WHT	72	WHT	White	
AC16M77318	77	318	Turquoise	
AC16M82347	82	347	Dark Green	
AC16M87185	87	185	Red	
AC16M82285C	82	285C	Blue	
AC16M97479	97	479	Salmon	
AC16M102375	102	375	Bright Green	
AC16M1071205C	107	1205C	Beige	
AC16M112479	112	479	Salmon	
AC16M117164	117	164	Orange	
AC16M122BLK	122	BLK	Black	
AC16M127444	127	444	Gray	

Ladieswear				
SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16L81205C	8	1205C	Beige	
AC16C8476	8	476	Brown	
AC16L10164	10	164	Orange	
AC16C12347	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	Gray	
AC16L28264	28	264	Lilac	
AC16M30BLK	30	BLK	Black	

Alpha				
SAP CODE	SIZE	PMS	COLOUR	DRAWING
AC16AXXS264	XXS	264	Lilac	
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
AC16MXS-5347	XS/S	347	Dark Green	
AC16AXXS/XS318	XXS/XS	318	Turquoise	
AC16ASM286C	S/M	286	Blue	
AC16AML185	ML	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	
AC16A4XL/5XL479	4XL/5XL	479	Salmon	
AC16C1-2121	1/2	121	Yellow	
AC16C3-4359	3/4	359	Pale Green	
AC16C5-6264	5/6	264	Lilac	
AC16C7/81205C	7/8	1205C	Beige	
AC16C8-10279	8/10	279	Dark Blue	
AC16C9/10164	9/10	164	Orange	
AC16C10-12347	10/12	347	Dark Green	
AC16C11/12347	11/12	347	Dark Green	
AC16C12-14318	12/14	318	Turquoise	
AC16C13/14286	13/14	286	Blue	
AC16C15/161365C	15/16	1365C	Yellow	
AC16L20-22444	20/22	444	Gray	
AC16L22-24164	22/24	164	Orange	
AC16L24-26230	24/26	230C	Pink	
AC16L28-30318	28/30	318C	Turquoise	

AC22 Size Chart

LADIESWEAR

SIZE	PMS	COLOUR	DRAWING
8A	359	Pale Green	
8B	359	Pale Green	
10A	154	Tan Brown	
10B	154	Tan Brown	
10C	154	Tan Brown	
12A	185	Red	
12B	185	Red	
12C	185	Red	
12D	185	Red	
12DD	185	Red	
12E	185	Red	
12F	185	Red	
14A	279	Dark Blue	
14B	279	Dark Blue	
14C	279	Dark Blue	
14D	279	Dark Blue	
14DD	279	Dark Blue	
14E	279	Dark Blue	
14F	279	Dark Blue	
16A	264	Lilac	
16B	264	Lilac	
16C	264	Lilac	
16D	264	Lilac	
16DD	264	Lilac	
16E	264	Lilac	
16F	264	Lilac	
16G	264	Lilac	

LADIESWEAR cont....

SIZE	PMS	COLOUR	DRAWING
18B	121	Yellow	
18C	121	Yellow	
18D	121	Yellow	
18DD	121	Yellow	
18E	121	Yellow	
18G	121	Yellow	
20C	347	Dark Green	
20D	347	Dark Green	
20DD	347	Dark Green	
20E	347	Dark Green	
20F	347	Dark Green	
20G	347	Dark Green	
22D	444	Grey	
22DD	444	Grey	
22F	444	Grey	
22G	444	Grey	
24C	164	Orange	
24D	164	Orange	
24DD	164	Orange	
24E	164	Orange	
24F	164	Orange	
24G	164	Orange	

CHILDRENSWEAR

SIZE	PMS	COLOUR	DRAWING
2/3	230	Pink	
2/4	WHT	White	
3/4	359	Pale Green	
4/6	264	Lilac	
6/8	185	Red	
8/10	279	Dark Blue	
10/12	347	Dark Green	
12/14	318	Turquoise	

ALPHA

SIZE	PMS	COLOUR	DRAWING
S	347	Dark Green	
M	185	Red	
L	FB	Proc Blue	
XL	157	Brown	
XXL	375	Bright Green	
3XL	121	Yellow	
4XL	154	Tan Brown	
5XL	164	Orange	
6XL	BLK	Black	

AC21 Size Chart

KIDS			
SIZE	PMS	COLOUR	DRAWING
1UK	WHITE	WHT	
2UK	WHITE	WHT	
3UK	WHITE	WHT	
4UK	WHITE	WHT	
5UK	WHITE	WHT	
6UK	WHITE	WHT	
7UK	WHITE	WHT	
8UK	WHITE	WHT	
9UK	WHITE	WHT	
10UK	WHITE	WHT	
11UK	WHITE	WHT	
12UK	WHITE	WHT	
13UK	WHITE	WHT	
1L UK	WHITE	WHT	
2L UK	WHITE	WHT	
3L UK	WHITE	WHT	
4L UK	WHITE	WHT	
5L UK	WHITE	WHT	
S	WHITE	WHT	
M	WHITE	WHT	
L	WHITE	WHT	
XL	WHITE	WHT	
5-6 UK	WHITE	WHT	
7-8 UK	WHITE	WHT	
9-10 UK	WHITE	WHT	
11-12 UK	WHITE	WHT	
13-1L UK	WHITE	WHT	
2-6L UK	WHITE	WHT	
4-6L UK	WHITE	WHT	
6US	WHITE	WHT	
7US	WHITE	WHT	
8US	WHITE	WHT	
9US	WHITE	WHT	
10US	WHITE	WHT	

MENS			
SIZE	PMS	COLOUR	DRAWING
6UK	WHITE	WHT	
7UK	WHITE	WHT	
8UK	WHITE	WHT	
9UK	WHITE	WHT	
10UK	WHITE	WHT	
11UK	WHITE	WHT	
12UK	WHITE	WHT	
13UK	WHITE	WHT	
14UK	WHITE	WHT	
S	WHITE	WHT	
M	WHITE	WHT	
L	WHITE	WHT	
XL	WHITE	WHT	
XXL	WHITE	WHT	

WOMENS			
SIZE	PMS	COLOUR	DRAWING
5US	WHITE	WHT	
6US	WHITE	WHT	
7US	WHITE	WHT	
8US	WHITE	WHT	
9US	WHITE	WHT	
10US	WHITE	WHT	
11US	WHITE	WHT	
12US	WHITE	WHT	
S	WHITE	WHT	
M	WHITE	WHT	
L	WHITE	WHT	
XL	WHITE	WHT	

UNISEX			
SIZE	PMS	COLOUR	DRAWING
3UK-5US	WHITE	WHT	need created by TIC
4UK-6US	WHITE	WHT	need created by TIC
5UK-7US	WHITE	WHT	need created by TIC
6UK-8US	WHITE	WHT	need created by TIC
7UK-9US	WHITE	WHT	need created by TIC
8UK-10US	WHITE	WHT	need created by TIC
9UK-11US	WHITE	WHT	need created by TIC
10UK-12US	WHITE	WHT	need created by TIC
11UK-13US	WHITE	WHT	need created by TIC
12UK-14US	WHITE	WHT	need created by TIC
13UK-15US	WHITE	WHT	need created by TIC

Hanger costs EX TIC and invoicing to TWG

TIC Hanger costs and contacts

Below details the costs you will pay to TIC directly for our nominated hangers:

Notes

1. Payments prior to delivery (PPD) or 30 days from date of invoice to approved customers.
2. Bangladesh Prices are Ex-works or C&F Chittagong Port and are exclusive of any local taxes (if applicable). Letter of Credit (LC) payment terms (where applicable) will be maximum 60 days
3. Prices are exclusive of any Letter of Credit fees, Bank Charges, Customs or Port Clearance Fees (where applicable)
4. All deliveries are in full carton / bag quantities

Lead times

NEW ZEALAND:

From receipt of order despatch time in 2 business days

CHINA / HONGKONG:

Despatch within 10 days from receipt of sales order / payment / customs document processing.

BANGLADESH:

Orders are typically despatched within 15 business days ex-works from receipt of all documents.

Email: hangers.bd@ticgroupasia.com

DELIVERY TERMS		
COUNTRY	TERMS	
NEW ZEALAND	RS	
CHINA	RS	
HONG KONG	RS	
BANGLADESH	CNF - CHITTAGONG	

LEAD TIMES		
COUNTRY	ORDER PROCESSING	DESPATCHED WITHIN
NEW ZEALAND	1 Working Day	2 Working Days
CHINA	2 Working Day	10 Business Days
HONG KONG	2 Working Day	10 Business Days
BANGLADESH	2 Working Day	30 Business Days

C CODE	COLOURS	DESCRIPTION	CATEGORY	CHINA / HONG KONG	NEW ZEALAND	BOX QTY'S
				US\$ FIS	NZ\$ FIS	
TOPS						
TH40XBL	BLACK	250mm Top Hanger	Childrens	0.082	0.121	900
TH41XBL	BLACK	300mm Top Hanger	Childrens	0.086	0.126	700
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
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
BOTTOMS						
BH59BL	BLACK	180mm Bottom Clip Hanger	Childrens	0.155	0.228	420
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	0.211	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	320
LINGERIE						
LH34CR	CRYSTAL	255mm Underwear Hanger	Adults	0.041	0.061	1200
LH88CR	CRYSTAL	260mm Double Brief Hanger	Adults	0.064	0.095	1000
LH99BL	BLACK	210mm Triple Brief Hanger	Childrens	0.080	0.118	800
LH93CR	CRYSTAL	260mm Triple Brief Hanger	Adults	0.083	0.122	800
BR32CR	CRYSTAL	185mm Bra Hanger	Adults	0.040	0.035	1100
FOOTWEAR						
FW25BL	BLACK	170mm Multi Purpose Hanger	All Groups	0.058	0.086	2200
FW26BL	BLACK	215mm Multi Purpose Hanger	All Groups	0.060	0.089	400
FW80BL	BLACK	295mm Multi Purpose Hanger	All Groups	0.092	0.135	400
FW79NBL	BLACK	130mm Boot Hanger	All Groups	0.123	0.180	500
FW22BL	BLACK	90mm U End Hanger	All Groups	0.053	0.078	2300
FW75BL	BLACK	120mm U End Hanger	All Groups	0.057	0.084	1200
FWN20BL	BLACK	100mm Heel Toe Hanger	All Groups	0.028	0.041	1000
FW216BL	BLACK	162mm Top Up Hanger	Childrens	0.058	0.086	1600
FW2210BL	BLACK	210mm Top Up Hanger	Ladies	0.060	0.089	800
FW2260BL	BLACK	260mm Top Up Hanger	Mens	0.092	0.135	500
SIZE CLIPS/ACCESSORIES						
AC16	ASSTD	Size Clip - Plastic Hook	All Groups	0.009	0.013	200 bag
AC21/22	ASSTD	Size Tabs - Footwear & Lingerie/Underwear	All Groups	0.006	0.008	1000
ST	WHITE	Size Clip - Special Footwear	All Groups	0.0119	0.0175	200 bag

NB: Hanger pricing into Bangladesh is on a C&F basis so clearance and delivery is for Suppliers' account and care.

Suppliers should ensure they input 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 until the order number is correctly entered.

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

Dispatch Date Ex Warehouse



Create a Sales Order

Sold to party: DUMBY CUSTOMER

Please correct the following details in your order:
TWN, NZ Order Number should fall in the range of 18000000 and 19999999

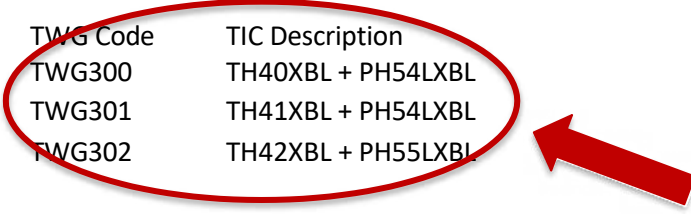
tional and informational purposes only. For the avoidance of doubt, any contractual, legal, or financial obligations arising in The Warehouse Limited (TWL).

Ordering hangers for Sets

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

On the TWG Purchase Order you will see a TWG Code (as below), but you are required to order single hanger types as per the TIC description.

TWG Code	TIC Description
TWG300	TH40XBL + PH54LXBL
TWG301	TH41XBL + PH54LXBL
TWG302	TH42XBL + PH55LXBL



This is what needs to be ordered

NB: For hanging instructions, please refer to SECTION 2: HANGING, PACKING & LABELLING.

Recovering the cost of hangers from TWG

TWG require Suppliers to show cost of goods as a single line cost (hanger inclusive).

TWG will pay you (the Supplier) for the hangers at the same time as goods are paid for on standard commercial documentation.

SECTION 2: HANGING, PACKING & LABELLING

Hanging Requirements

- Garments to be hung on hangers as nominated in specific PO details
- Hanger type and size will be specified on the TWG 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
- Broken Hangers must never be included in cartons

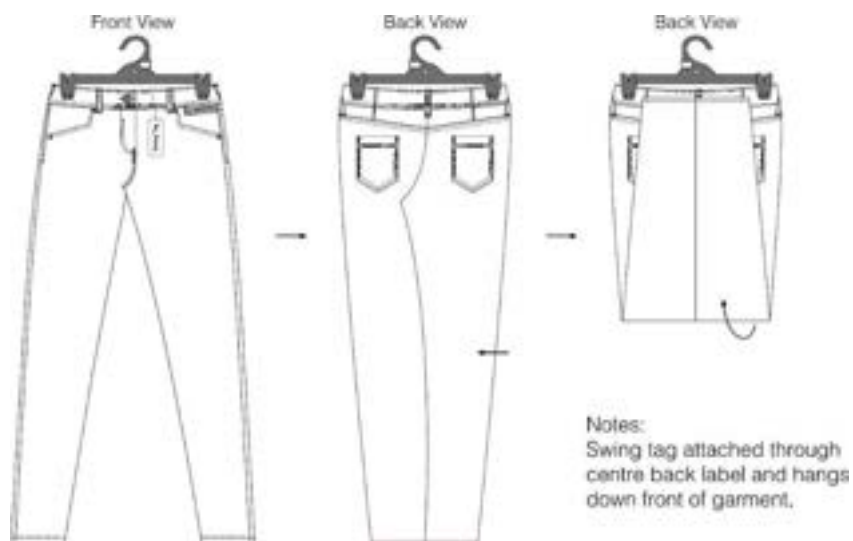
Folding and Packing Standards

All Suppliers are to ensure that:

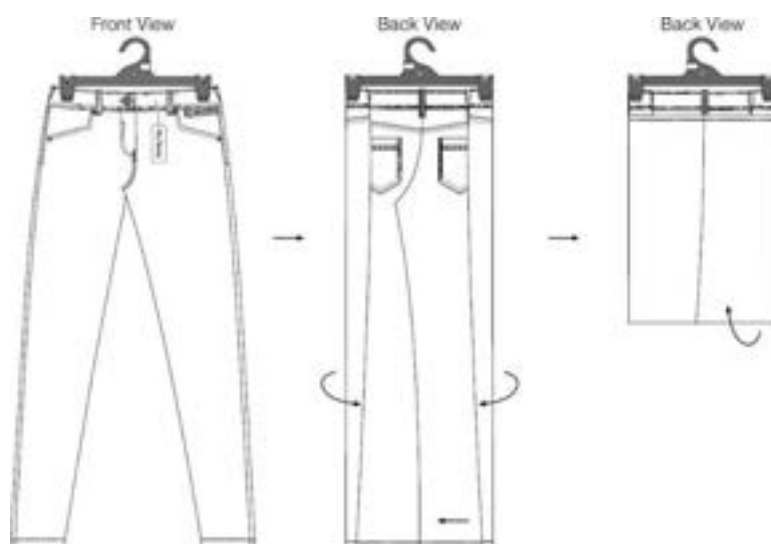
- Garments are clean and dry before packing
- Staff handling the garments have clean hands and the general environment is clean and dust free
- All BUY PACK garments can be folded 2 or 3 pieces at a time, ALL REPLENISHMENT garments are to be layered alternating (top to toe), as per garment folding instructions detailed in this document. Please follow specific folding methods to minimise creasing or crushing of garments in transit, while selecting optimal carton size to minimize carton volume (CBM) and empty space
- If there is any risk of creasing and for lightweight woven fabric, garments shall be folded piece by piece
- Tissue paper is not to be used to separate prints. If you have concern about a certain style with unprotected print, please contact local TWG Quality team

PRODUCT TYPE	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	Front hung pants – regular sizes
	P2	Front hung pants – larger sizes
	P3, P4	Side hung pants – Men’s Formal, Active Men’s, Active Women’s
	D1	Front hung skirt – regular sizes
	D2	Front hung skirt – larger sizes
All Casual Pants/trousers and shorts: which have bellows pockets or side patch pockets (along the outer side seam) or cargoes.	P3	Side hung
Girls Bike Shorts	P5	Side hung bike shorts – girls
Dresses and Nightgowns	D3	Front hung dress – regular sizes
	D4	Front hung dress – larger sizes
Tops (including Knitwear) Although images show only long sleeve tops, they are also suitable for short sleeve tops.	T1	Front hung top – regular sizes
	T2	Front hung top – larger sizes
Shirts	S1	Front hung, arms folded and secured
Adult & Kids Pyjamas Sets Adults PJs are to be hung on a single top hanger with bottoms secured by hanger loop.	C1	Front hung tops with Side hung bottoms secured by hanger loops to hanger
Pyjamas Pants and Shorts	Refer P1	Front hung
Women's Tops & Men's Tops	p.21	Table Lines (see Table Lines section below)
Kids Pyjamas Sets	p.22	Some Kids styles are defined as Table Lines (see Table Lines section below)
Girls' leggings	p.22	Table Lines (see Table Lines section below)
Swimwear	Refer P1	Front hung
Bras	Refer P1	Front hung

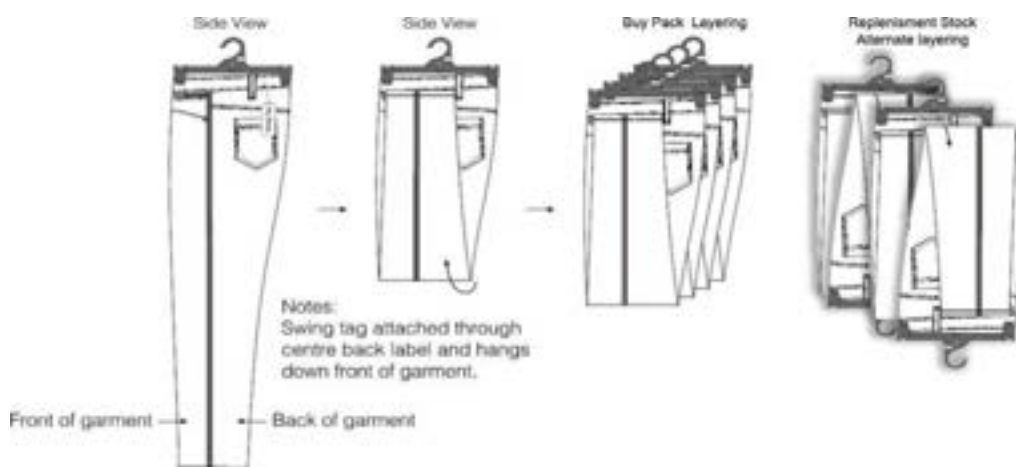
P1 – Front Hung Pants – (Men’s, Women’s & Kids)



P2 – Front Hung Pants – (Plus Size Men’s & Women’s)



P3 – Side Hung Pants – (Men’s Formal Pants, Active Men’s)



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.

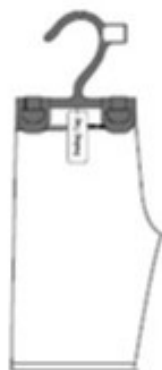


Side View with Hook Facing to the Right
2. Fold the garment as indicated.



P5 – Side Hung Bike Shorts – (Girls)

Fold garment seam to seam
with back of garment to right



D1 – Front Hung Skirt – (Women’s & Kids)

Front View

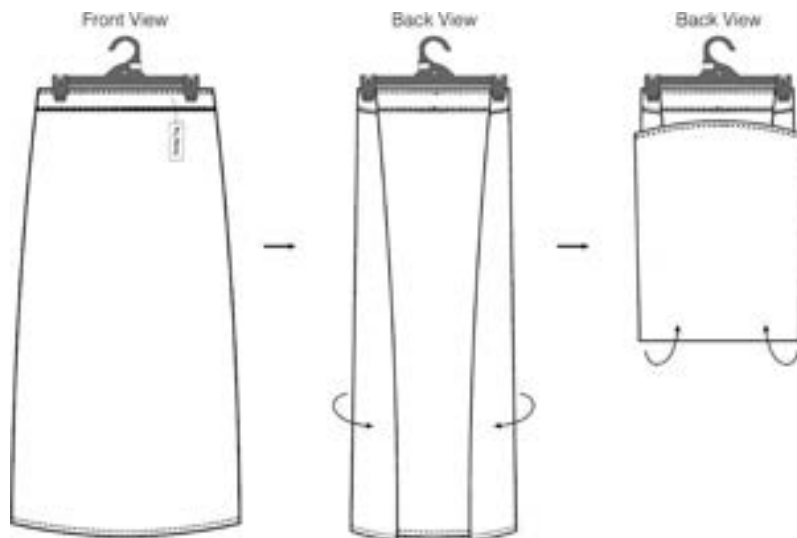


Back View



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

D2 – Front Hung Skirt – (Plus Size Women’s)

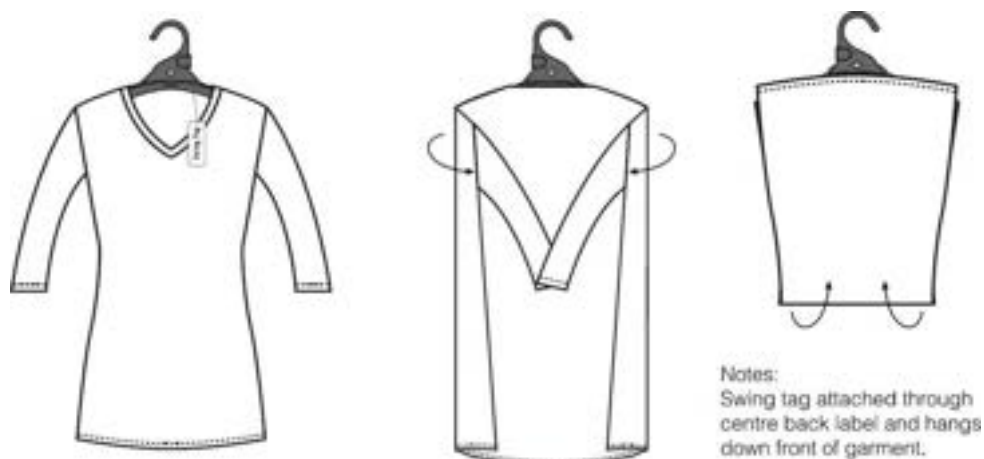


NB: for some styles, need to fold twice.

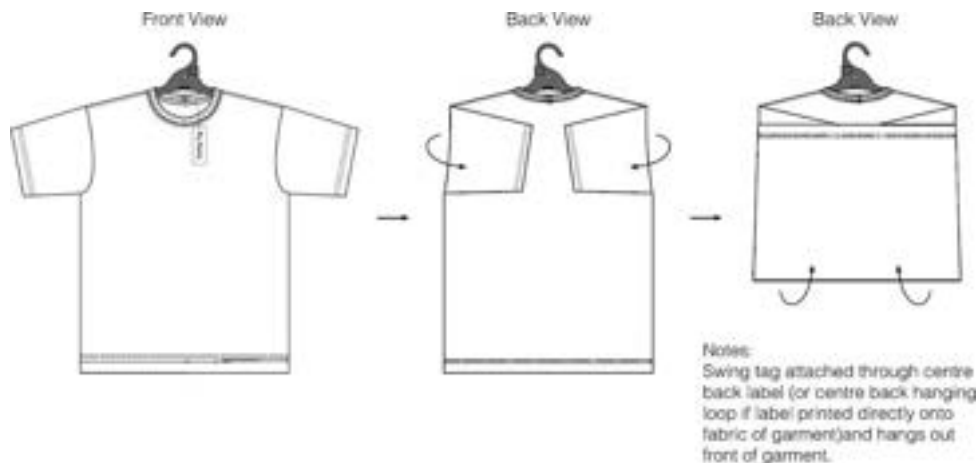
D3 – Dresses / Nighties – (Women’s, Kids)



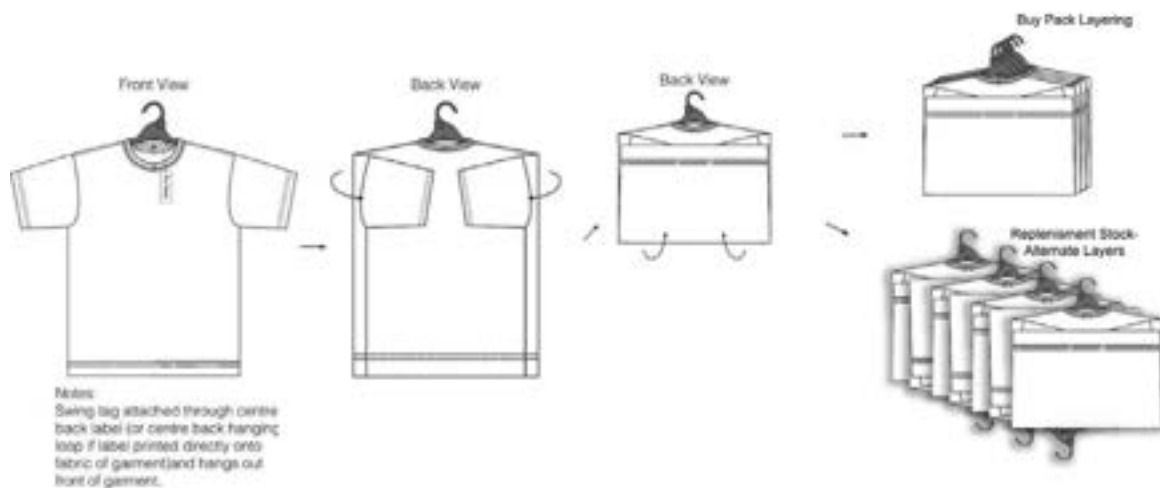
D4 – Dresses / Nighties – (Plus Size Women’s)



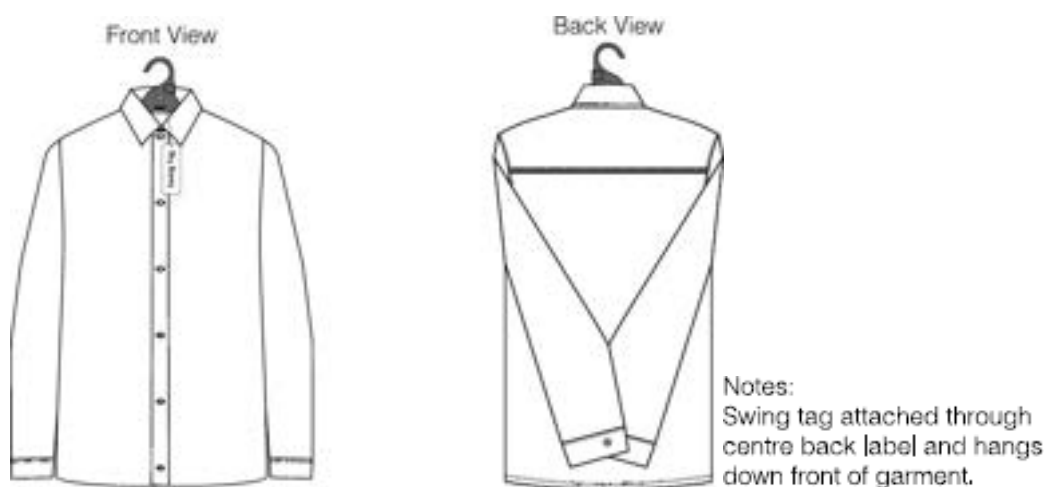
T1 – Tops – (Men’s, Women’s & Kids)



T2 – Tops – (Plus Size Men’s & Women’s)



S1 – Shirts – (Men’s, Women’s & Kids)



NB: for Plus Sizes and Loose fits, this can be folded under to fit the hanger.

C1 – Pyjamas – (Adults & Kids)

1. Flatten pants and make hanger loop
2. Make hanger loop into ring shape
3. Place ring loop onto hanger and secure



- 4 Put top on hanger, over pants



5. Fold garment as indicated

BACK VIEW



BACK VIEW



6. Back view after folding

FRONT VIEW



7. Front view after folding

Adults Pyjamas – Loops

- 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

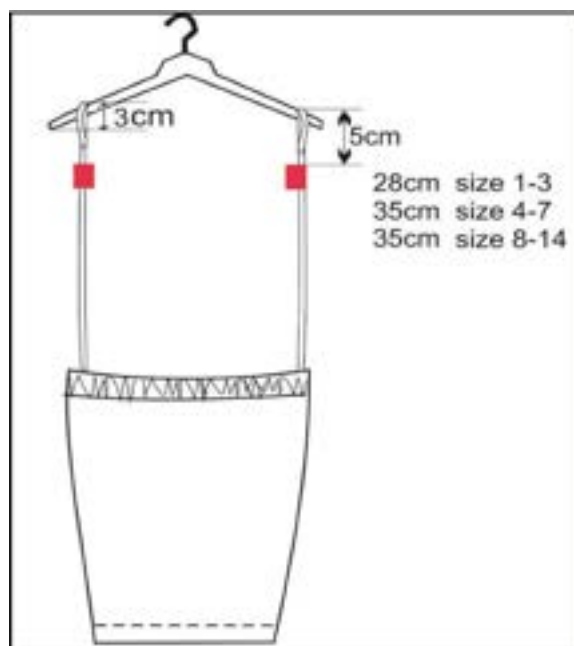
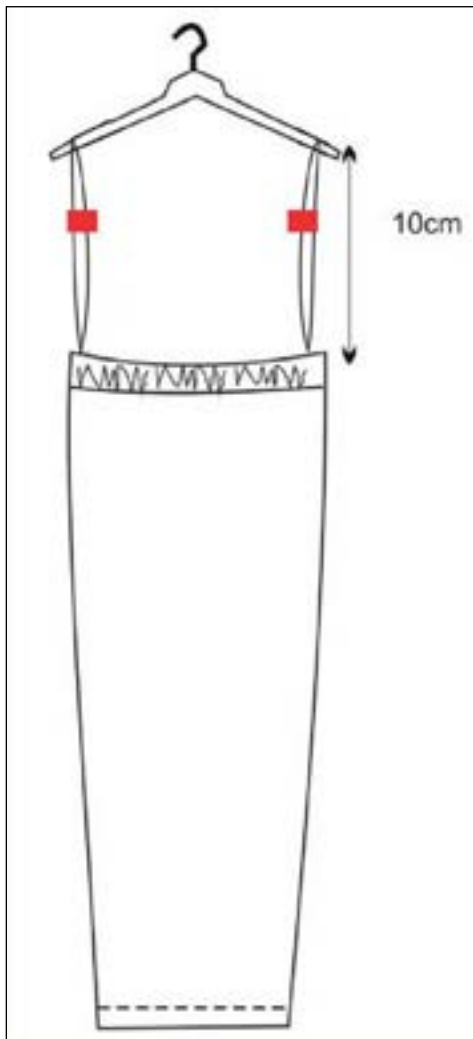
Caution sticker – Position:

Shorter satin tape with BIG loop on fold – for pants

Insert into lower edge of waist band at CF and CB, turn hanger tape up and stitch back tack across ribbon.
Must be securely inserted and stitched into seam, so ribbon does not fray or pull out of the seam.

Longer satin tape with small Loop on fold – for shorts

Insert into lower edge of waist band at CF and CB, turn hanger tape up and stitch back tack across ribbon.
Must be securely inserted and stitched into seam, so ribbon does not fray or pull out of the seam.



Kids Sleepwear – 2 pieces Hanging Instructions

SHORTS:

Size: 1-3

Loop to finish 28cm from top edge of waistband. Size: 4-7

Loop to finish 35cm from top edge of waistband. Size: 8-14

Loop to finish 35cm from top edge of waistband

LONG PANTS:

Loop to finish 10cm from top edge of waistband.

All sizes and styles:

Waist band width needs to be taken into account.

Hanger loop Quality:

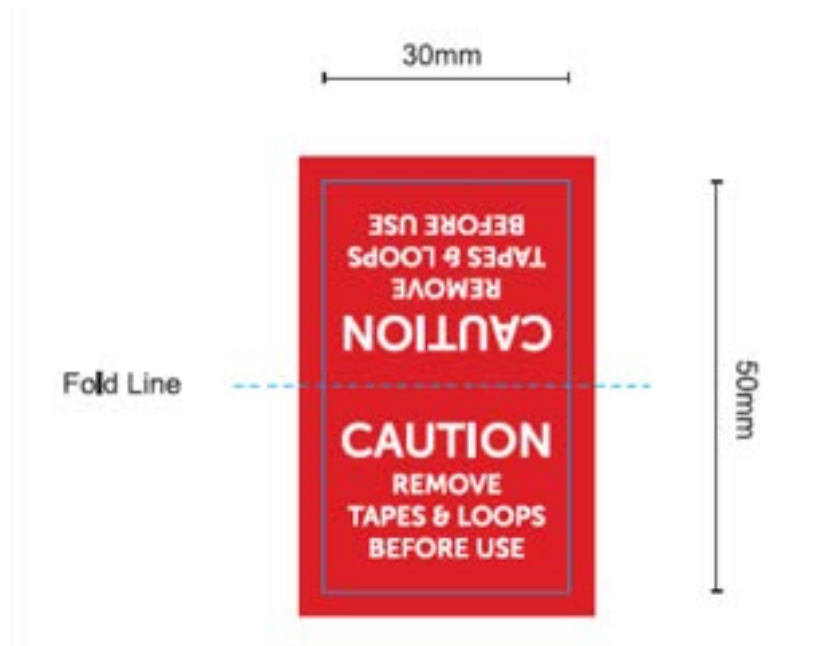
Satin Ribbon 4mm wide

Ends must be heat sealed to avoid fraying

Colour – white for light colour and black for dark colour

Caution sticker – Approval:

Factory will develop, needs to pass colourfastness



Buy Pack Order Layering Instructions

- All BUY PACK garments to be folded 2 or 3 pieces at a time, as per garment folding instructions detailed in this document.
- Please follow specific folding methods to minimise creasing or crushing of garments in transit, also while selecting optimal carton size to minimize carton volume (CBM) and empty space
- Ensure layers alternate in direction to keep stacking even



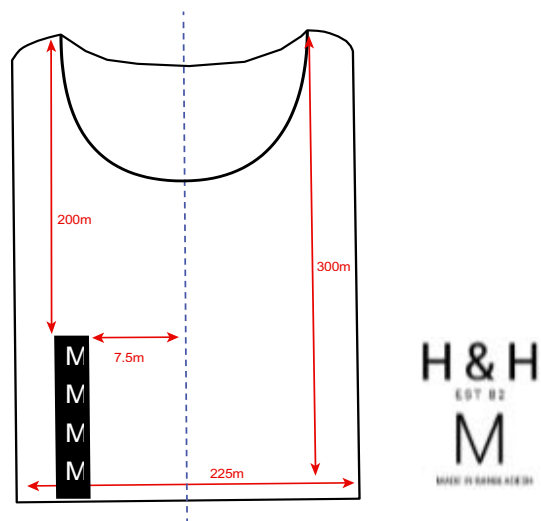
Replenishment Order Layering Instructions

- ALL RREPLENISHMENT garments are to be 1 x 1 layered alternating (top to toe), as per garment folding instructions detailed in this document.
- Please follow specific folding methods to minimise creasing or crushing of garments in transit, also while selecting optimal carton size to minimize carton volume (CBM) and empty space



Table Lines – Packing instructions

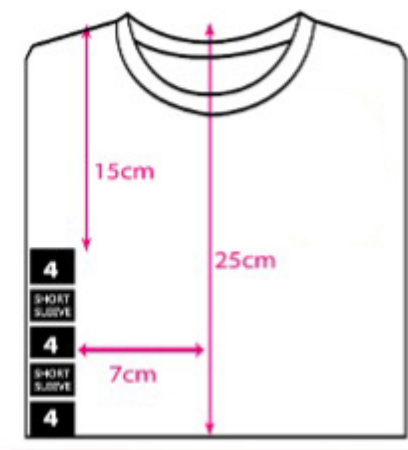
• Women's Tops & Men's Tops



Garment to be folded: dimensions 300mm x 225mm
Size sticker required: placement to be RHSAW
7.5cm from CF, 20cm from HSP
Print inside back neck: Brand labelling/Size/Country of Origin – follow artwork provided
Swing tag: mobilon loop to be stitched under back neck binding, attach swing tag to this by circular kimble
Swing tag to be ordered UNPRICED.
Inners: to be packed in polybags – please follow PO for quantities
NB: if any style does not match the dimensions requirement (for example, the styles that neck width is more than 225mm), please advise as soon as possible so that the packing instructions can be adjusted accordingly.

• Kids Tees

Example dimensions of size 4:



Approx. folded garment dimensions:

	LENGTH [mm]	WIDTH [mm]
SIZE 3	250	210
SIZE 4	260	210
SIZE 5	270	230
SIZE 6	280	230
SIZE 7	290	230

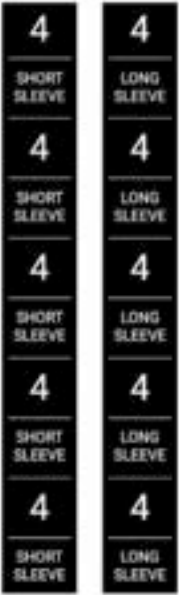
Folding:
- Garment to be folded in half lengthwise then widthwise.

Size sticker required - as pictured for all sizes
- Placement to be 15mm from RHS, 150mm from HSP.
- Sticker design as per agreed format.

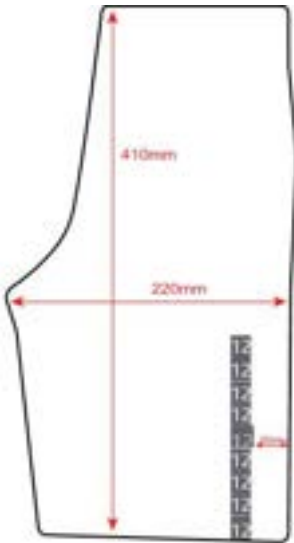
Swing Tag:
- Attached by kimble to mobilon loop stitched at inner back neck.
- Swing Tag to be ordered UNPRICED.

Inners:
- To be packed in Polybags, please follow PO for quantities.

Size stickers:



• Girls Leggings



Approx. folded garment dimensions:

	LENGTH (mm)	WIDTH (mm)
SIZE 1	210	145
SIZE 2	220	150
SIZE 3	245	155
SIZE 4	270	160
SIZE 5	290	165
SIZE 6	310	175
SIZE 7	330	180
SIZE 8	350	190
SIZE 9	370	200
SIZE 10	390	210
SIZE 12	410	220
SIZE 14	430	230
SIZE 16	450	240

Folding:

- Garment to be folded in half lengthwise then widthwise.

Size sticker required:

- Placement to be 2cm from RHS, as pictured, for all sizes.
- Minimum of 10cm of sticker to be visible on front of folded garment
- Sticker design as per agreed format.

Swing Tag:

- Attached by kimble to mobilon loop stitched at waistband.
- Swing Tag to be ordered UNPRICED.

Inners:

- To be packed in Polybags, please follow PO for quantities.



• Adults and Kids Flannelette Pyjamas

Approx. packed dimensions:



Bulk tolerance +/- 20mm		
KIDS	LENGTH (mm)	WIDTH (mm)
SIZE 01-02	280	230
SIZE 03-04	280	230
SIZE 05-06	280	230
SIZE 07-08	280	230
SIZE 09-10	320	230
SIZE 11-12	320	230
SIZE 13-14	320	230
SIZE 15-16	320	230
ADULTS	LENGTH (mm)	WIDTH (mm)
SIZE 01-02	280	230
SIZE 03-04	280	230
SIZE 05-06	280	230
SIZE 07-08	280	230

Folding:
Refer to Folding Instruction page.

Card Wrap:
Position centrally and wrap around folded pyjamas.

Barcode Sticker:
Attach to back of card wrap at lower left side in provided frame



Folding Instruction:

1. With top flat and face down, place card insert under collar fold	2. Fold bottoms in half, with top inleg turned back, ensuring bottoms are approximately in line with edge card insert, and place on top of card insert with waistband under collar fold
	
3. Fold one side of top at card wrap edge and fold sleeve at low shoulder point over the folded front	4. Repeat step 3 at other side of top
	
5. Fold lower leg of bottoms up to meet bottom edge of top	6. Fold lower section of top up at lower edge of card insert
	

• Coral Fleece Pyjamas

Approx. packed dimensions:



Bulk tolerance +/- 20mm		
KIDS	LENGTH (mm)	WIDTH (mm)
SIZE 01-02	280	230
SIZE 03-04	280	230
SIZE 05-06	280	230
SIZE 07-08	280	230
SIZE 09-10	320	230
SIZE 11-12	320	230
SIZE 13-14	320	230
SIZE 15-16	320	230

Folding:
Refer to Folding Instruction page.

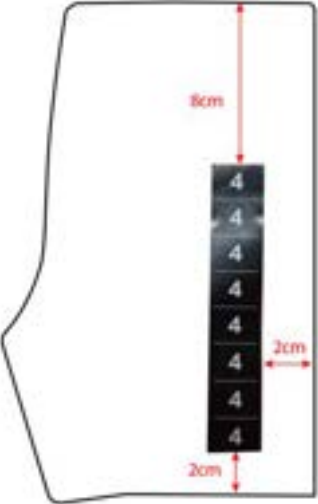
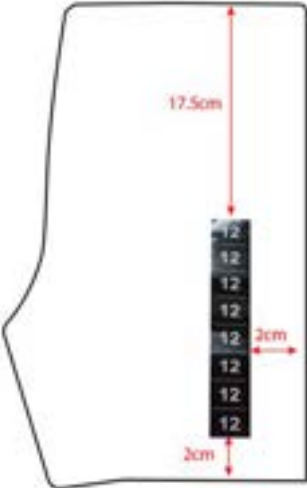
Card Wrap:
Position centrally and wrap around folded pyjamas.

Barcode Sticker:
Attach to back of card wrap at lower left side in provided frame

Folding Instruction:

1. With top flat and face down, place card inserts below rib neckband	2. Fold bottoms in half, with top inleg turned back, ensuring bottoms are approximately in line with edge card insert, and place on top of card insert with waist seam in line with back neck seam
	
3. Fold one side of top at card wrap edge and fold sleeve at low shoulder point over the folded front	4. Repeat step 3 at other side of top
	
5. Fold lower leg of bottoms up to meet bottom edge of top	6. Fold lower section of top up at lower edge of card insert
	

- Boys Short Pants

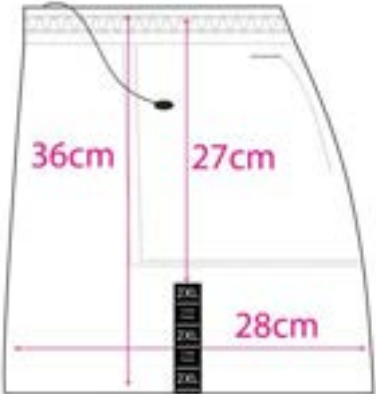
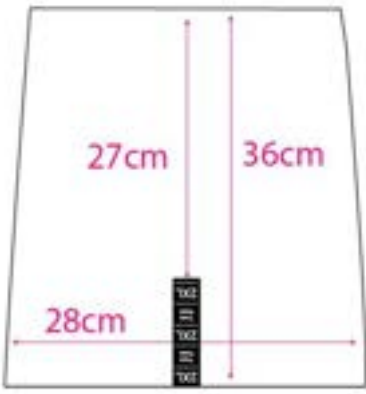
BOYS SHORT PANTS	
SIZE- 3 TO 7	SIZE- 8 TO 16
FOLDING MEASUREMENT- LENGTH 25 CM	FOLDING MEASUREMENT- LENGTH 34.5 CM
STICKER POSITION- 8 CM	STICKER POSITION- 17.5 CM
	

- Boys and Girls Jogger Pants

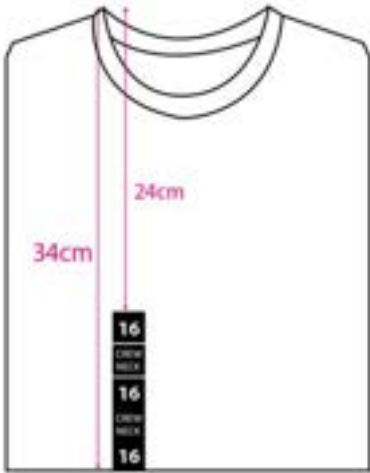
BOYS AND GIRLS' JOGGER PANTS	
SIZE- 3 TO 7	
FOLDING MEASUREMENT- LENGTH 30 CM & WIDTH 20 CM	
STICKER POSITION- 19.5 CM	
	

BOYS AND GIRLS' JOGGER PANTS	
SIZE- 8 TO 16	
FOLDING MEASUREMENT- LENGTH 30 CM & WIDTH 25 CM	
STICKER POSITION- 19.5 CM	
	

- Men's Jogger Pants

MENS JOGGER PANTS	
SIZE- S TO 6XL	
FOLDING MEASUREMENT- LENGTH 36 CM & WIDTH 28 CM	
STICKER POSITION- 27 CM	
FRONT	BACK
	

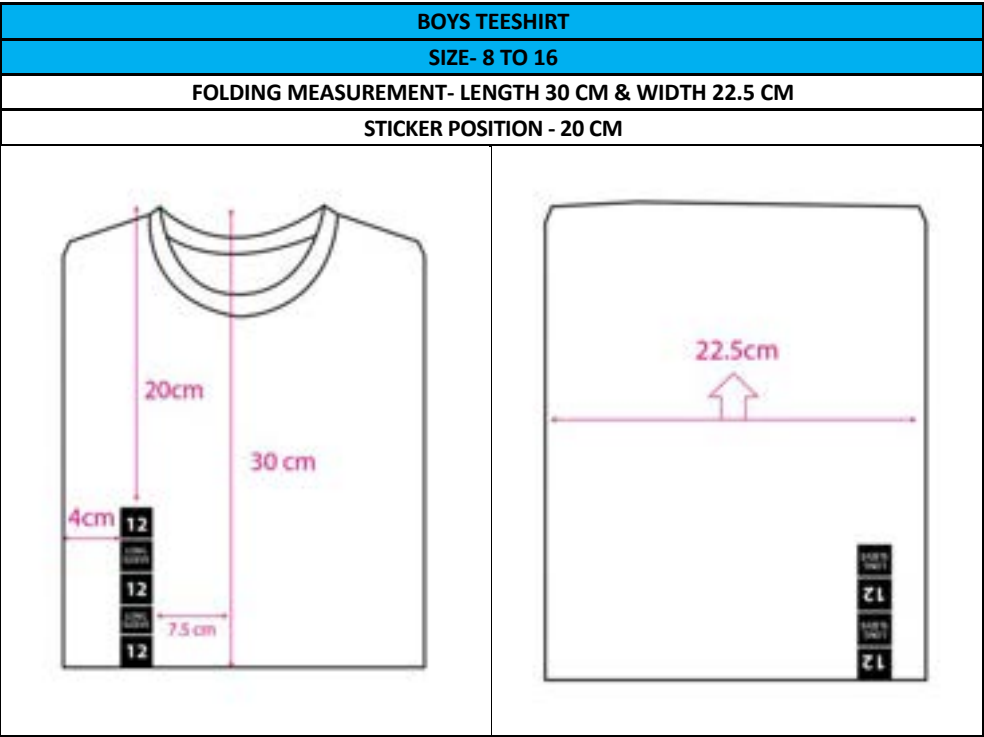
- Boys Sweatshirt

BOYS SWEATSHIRT	
SIZE- 8 TO 16	
FOLDING MEASUREMENT- LENGTH 34 CM & WIDTH 24 CM	
STICKER POSITION- 24 CM	
	

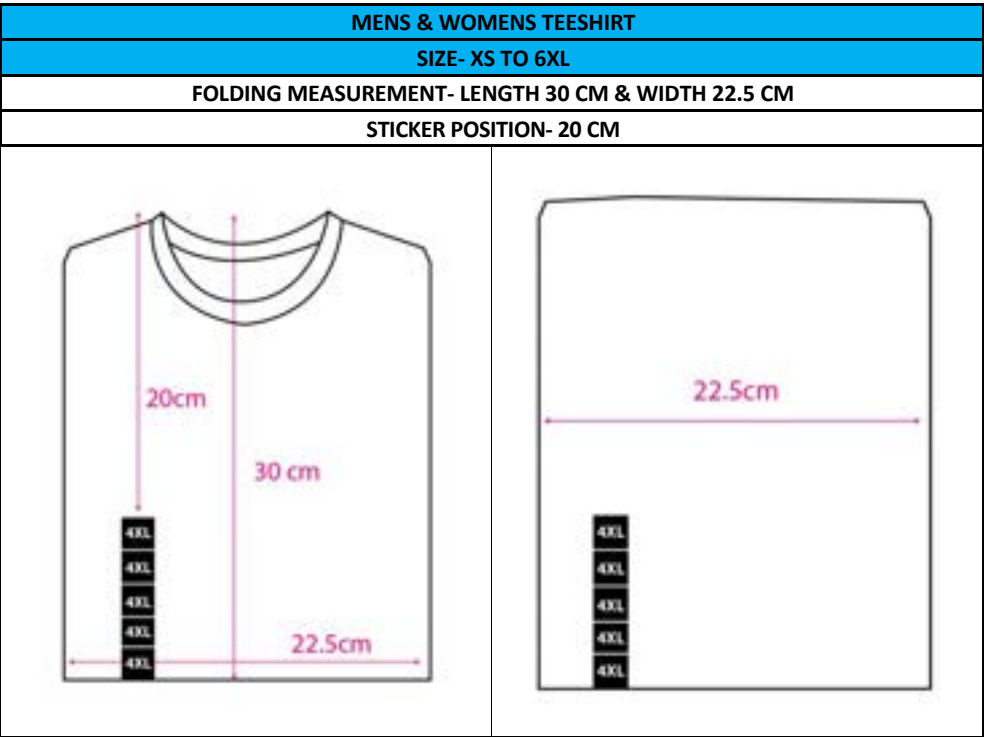
- Men's Sweatshirt

MENS SWEATSHIRT	
SIZE - S TO 6XL	
FOLDING MEASUREMENT- LENGTH 38 CM & WIDTH 26 CM	
STICKER POSITION- 30 CM	
	

- Boys Tee shirt



- Men's & Women's Tee shirt



- Kids Tee shirt

KIDS TEESHIRT	
FOLDING MEASUREMENT- SIZE 3-4 LENGTH 30 CM & WIDTH 21 CM	
FOLDING MEASUREMENT- SIZE 5-7 LENGTH 28 CM & WIDTH 23 CM	
STICKER POSITION- SIZE 3-4 HPS TO 15 CM / SIZE 5-7 HPS TO 18 CM- CF TO 7 CM	
FOLDING FRONT & BACK VIEW - SIZE-3 TO 4 (L-25 & W-21)	
FOLDING FRONT & BACK VIEWS - SIZE-5 TO 7 (L-28 & W-23)	

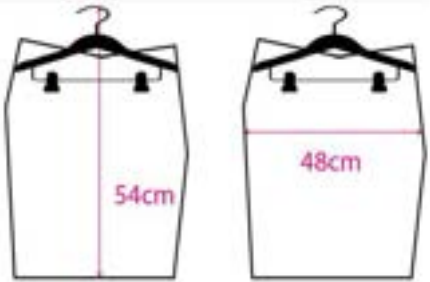
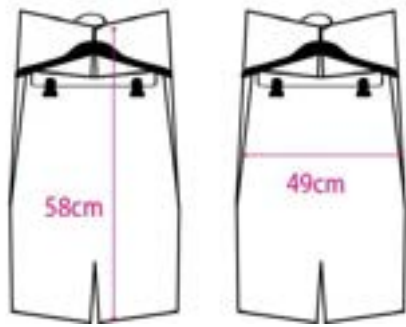
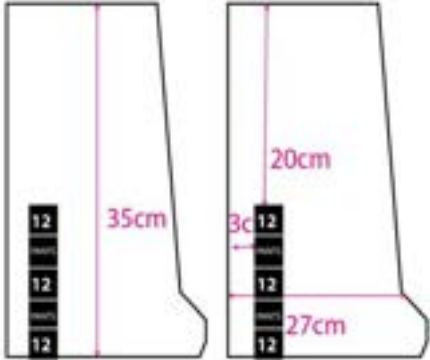
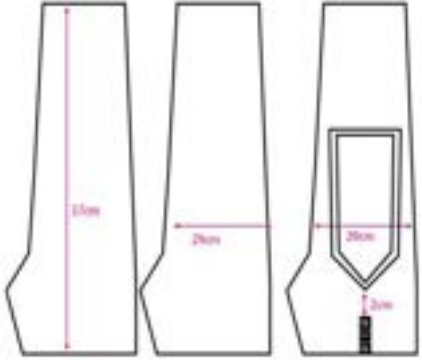
- Women's Sweatshirt & Hoody

WOMENS SWEATSHIRT & HOODY	
SIZE- S TO 3XL	
FOLDING MEASUREMENT- LENGTH 34 CM & WIDTH 29 CM	
STICKER POSITION- 20 CM	
SWEATSHIRT	HOODY

- Men's Shirt

MENS SHIRT	
SIZE- XS TO 6XL	
TABLE LINE (L-36 & W-28)	HANGER PACK (L-36 & W-48)

- Short / Long Pants

SHORT PANTS – ALL SIZES	
TABLE LINE - WOMENS (L-54 & W-48)	HANGER PACK - WOMENS (L-58 & W-49)
	
LONG PANTS – ALL SIZES	
TABLE LINE - WOMENS	TABLE LINE - MENS
LENGTH 35 CM & WIDTH 27 CM - STIKER 20CM FROM TWB & 3 CM FROM SIDE	LENGTH 37 CM & WIDTH 29 CM - STIKER - 2 CM FROM BACK POCKET
	

- Women's Cardigan

SIZE- XS TO 2XL	
FOLDING MEASUREMENT- HANGER PACK - LENGTH 35 CM & WIDTH 58 CM	
	

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 Requirements

- All garments with a hanger code on Tech Pack and/or PO must be on hanger. If no hanger code on Tech Pack or PO, to be packed with no hanger (for example Apparel Table Lines)
- To ensure a balanced loading of garments within a carton, lay garments end to end in small groups.
- Carton liner polybags to be used with garments grouped and folded

NB: 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
- Sleeves to be folded as instructed (do not roll sleeves up unless instructed by TWG into specs or order notes)
- Use the right size box (to avoid movement, see SECTION 4: TRANSIT CARTONS OPTIMIZATION)

Garment hanger tapes:

TWG 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:



Additional Info:

1. To maximize the available space inside the Carton and optimize the fit of the garments inside it, **TWG DOES NOT require any rubber band on both sides of the Carton anymore.** Instead, ensuring perfect fit of content to the inner dimensions of the Carton will prevent any unsuitable movement during transportation. In consequence, it's not needed to hook the hangers to anything anymore.



2. **DO NOT** use elastic rubber band to tie hangers together:



3. **How to pack and close the INNER polybags?**

From now on, for both buy pack and solid pack, please FOLD the polybag sides one by one, and then USE 3 pcs of tape (tape Length: 10cm; Width: 1.5-2cm) to close the polybag.

3 examples prepared for your reference as below:



Meanwhile, here are some reminders on this polybag topic:

- The polybag cannot be too big. Please adjust its dimensions in order to use as less plastic as possible.
- The polybag needs to be recycled LDPE material.
- If multiple buy pack inners requested in one carton, each of packs needs to be closed correctly/separately.
- The big outer polybag to group all the inner polybags in the carton is **NOT needed anymore**.



SECTION 3: BUY PACKS 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. In addition, we include information about NI/SI splits of garments.

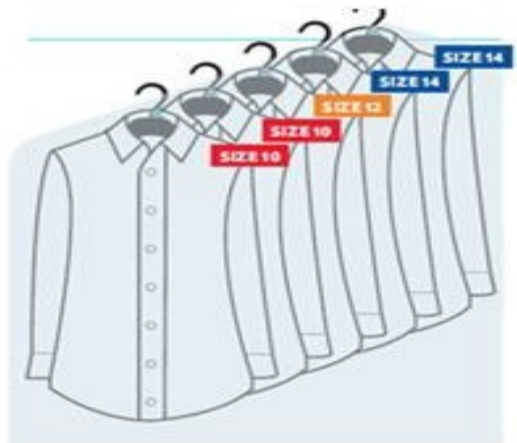
What is a Buy Pack?

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



How are Buy Packs working – Headlines for Suppliers

- The Buy Pack size is generated by the how many garments fit on a Prong in a TWG 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 DCs. 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
Accessories	888	897
Underwear & Hosiery	875	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:
 1. By Barcode the total number of Buy Packs we require and the volume that represents: 125 Buy Packs = 1,500 units
 2. The carton quantity of the Buy Pack e.g. a Buy Pack of 18
 3. Whether we require two different sizes of Buy Pack or just a single size
 4. The size curve within the Buy Pack. For example:

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

NB: To give the TWG 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.

Summary Apparel Proforma

The Warehouse New Zealand SUMMARY APPAREL PROFORMA

Order Proforma	Order 1, Order 2
Buyer	MYF MENS - YOUNG & SWIM
Agent	
Supplier	1234 M Supplier
Factory	XXXXX M 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
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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

SECTION 4: TRANSIT CARTONS OPTIMIZATION

Introduction

The Warehouse Group (TWG) is now optimizing its transit packaging for all TWG products.

The purpose of this section is to help you to understand TWG's Transit Packaging Requirements. Please carefully study the specific actions below for key information on the new packaging compliance requirements and workflows.

Purpose – Optimized Transit Packaging

This section provides specific instructions to TWG Suppliers to prepare, plan, design, and implement transit packaging that is optimised for efficient distribution through the TWG Supply Chain.

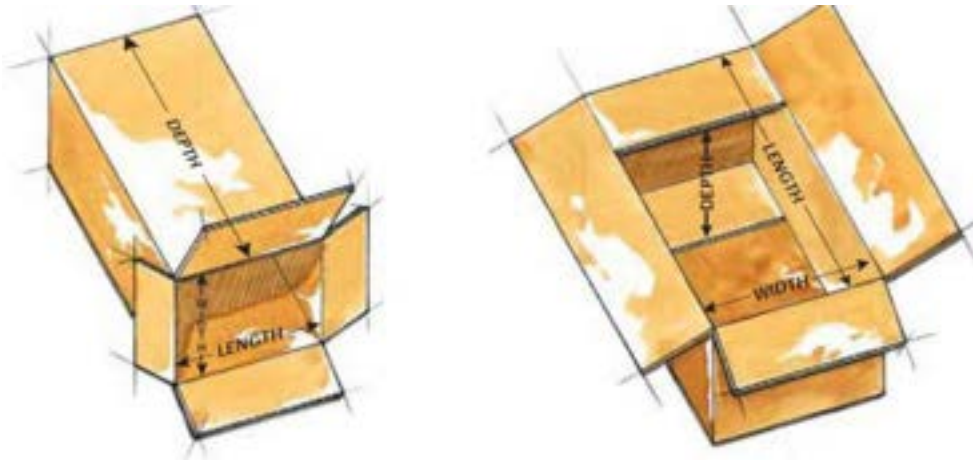
Inbound transit packaging must:

- Protect TWG product free of wrinkles and creases
- Meet TWG's FOLD-FIT-FILL rules to configure products inside to optimal Cartons
- Minimize any free airspace and product shifting
- Comply with all maximum and minimum Carton dimensions and weight requirements for TWG Distribution Centres
- Comply with all material specifications to minimize materials and confirm source of packaging in TWG Supply Chain
- Design with minimum materials
- Eliminate all banned and restricted substances
- Reduce inbound transportation, handling, and storage costs with optimal configurations of product to optimized cartons

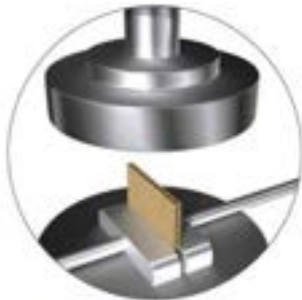
Definitions

- **Standard Cartons** – these are the preferred and pre-approved corrugated Cartons. There are 11 Carton footprint dimensions (LxW) and 13 standard height (H) dimensions – you will find them listed in this document as a Standard Cartons menu, along with corrugate Performance Specifications.
- **Custom Cartons** – these are the pre-approved Cartons that are adjusted to a custom dimension for Carton footprint (LxW) and height (H). **Custom cartons are only allowed if Supplier cannot measure and configure the FOLD-FIT-FILL requirement with one of the standard Cartons** - these Cartons must follow the same corrugate Performance Specifications as Standard Cartons.
- **FOLD-FIT-FILL** – this is the workflow required to fold, measure, configure, and pack with the TWG product to control quality and eliminate free airspace inside inbound Cartons.
- **Compliance Request Worksheet** – Excel form to capture, share and confirm with TWG the packing information for TWG packed products and Cartons (see page 52 - TWG Verification / Approval step).
- **Structural guidelines** – this is the recommended corrugated Carton style and material specification based upon the type, size, weight, configuration of the product moving through the TWG supply chain.
- **Gross Weight** – this is the weight of the pack including both product and packaging weight. 15 KG is maximum gross weight of any Carton. Any carton exceeding this weight must have pre-shipment approval by TWG prior to the first shipment of any PO. If the carton gross weight is greater than 12 KG (but less than 15 KG) the Vendor must add a "2 Person Lift" marking or sticker to the carton.
- **Net Weight** – this is the weight of product only (without the pack).
- **Carton Measurement** – proper measurement of Carton dimensions is critical. Always measure and communicate Cartons as Length x Width x Depth (Height). L x W x D must always be identified correctly (see

illustration) as improper communication of Carton dimensions can lead to poor logistics planning and poor product protection.



- **ECT – Edge Crush Test** is a strength and performance specification for top to bottom compression strength of corrugated board material and helps determine the stacking strength of the package.



Edge Crush Test (ECT)

Corrugated-board test to determine the force that will crush a standard size of board standing on an edge. ECT indicates the probable compression strength of the container made from the board.

- **Mullen – Bursting Test** is a strength and performance specification that measures the resistance of the inner and outer walls of the corrugated from pressure and the containment strength of the package.

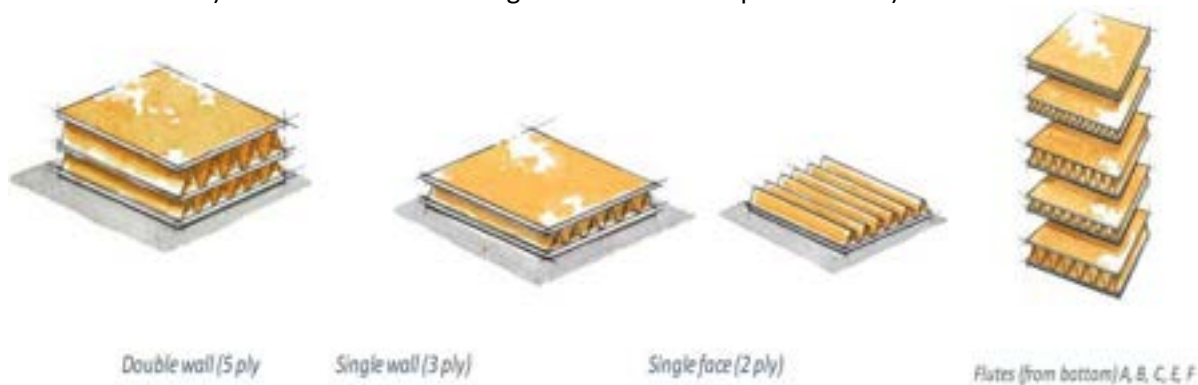


Mullen (Burst) Test

Corrugated-board test to measure the pressure required to puncture a sheet of corrugated board as an indicator of its load carrying capacity under specific conditions.

- **Corrugated Board** – corrugated board is purchased in different material types called single wall (3 ply), double wall (5 ply) and single face (2 ply). Single face is used for wrapping and protective dunnage. Different flute types also influence board thickness and performance. The performance of the final box

is determined by the corrugated board type in combination with the corrugated board specification (see ECT and Mullen). See Section 6 for Corrugate Performance Specifications).



Responsibilities of the Supplier

- Supplier must submit packaging material samples for testing to confirm the packaging supplier meets TWG quality requirements.
- Supplier must strictly follow the FOLD-FIT-FILL packaging process (see page 41 - Packaging Measurement and Verification Guidelines (FOLD-FIT-FILL process)).
- Submit information on packaging supplier name and location and get TWG validation for new styles (see page 52 - TWG Verification / Approval step).
- Only use approved transit packaging (packaging is approved for each unique style/quantity ratio) for all TWG shipments.

The Supplier must ensure that all transit packaging entering the TWG Supply Chain complies with TWG policies and guidelines.

Transit packaging materials must be tested and meet or exceed the stated Carton performance characteristics.

The supplier must confirm that every PO will be packed following the following FOLD-FIT-FILL guidelines.

NB: It is under **the responsibility of the Supplier to ensure that each Factory understands these requirements** and that all products are packed appropriately for delivery through the supply chain. Although the Factory may pack the orders, the Supplier is fully accountable for the packaging shipped from each Factory.

Packaging Measurement and Verification Guidelines (FOLD-FIT-FILL process)

PLEASE STUDY BELOW POINTS CAREFULLY AND OFTEN:

- If TWG fold guide does not include fold dimensions, the Supplier may adjust the dimensions of the fold to fit Standard Carton.
- Cartons should be measured and configured based upon the dimensions of the properly folded garment and not the dimensions of the polybag.
- Supplier can use best judgement to determine if product “reverse nesting” which means reversing garment stacks for “top and tail” will provide the most optimal Carton configuration. Reverse nesting creates an even and balanced stack which protects against creasing.

- Supplier must **make all efforts to fold garments and configure garment stacking to match footprint of a Standard Carton. If a standard footprint cannot be used, it needs a formal approval from TWG at Verification stage (see page 52 - TWG Verification / Approval step).**
- Supplier is allowed to measure and ship a Custom Carton if all Standard Cartons are not workable.
- Minimum FIT and FILL requirement for TWG carton:
 - Maximum of 20 mm of “free airspace” in each inside dimensions (LxW) of a Carton (see Figure 1)
 - No “free airspace” in the top of the carton (H) – the garments should be slightly compressed by the carton flaps upon closing and sealing. The product will “settle” from gravity to allow 5 mm – 10 mm of free airspace at top during transit.

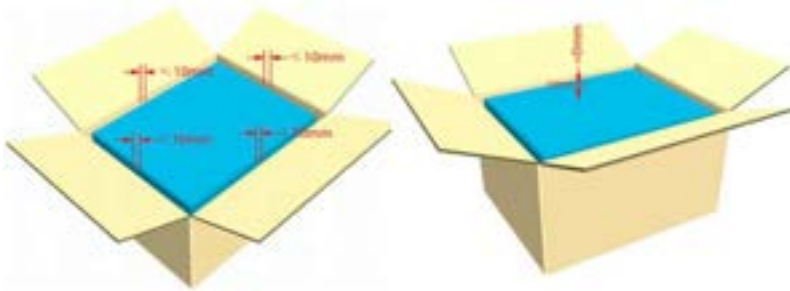
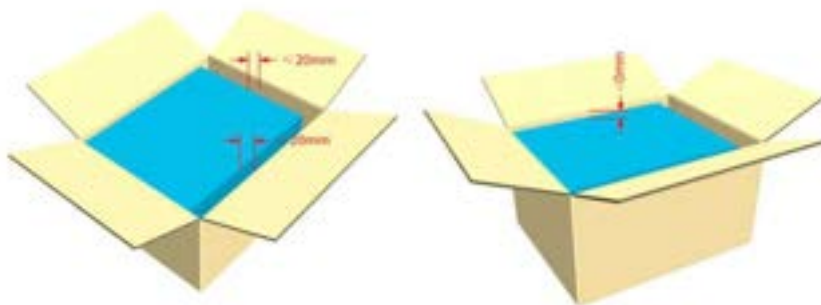


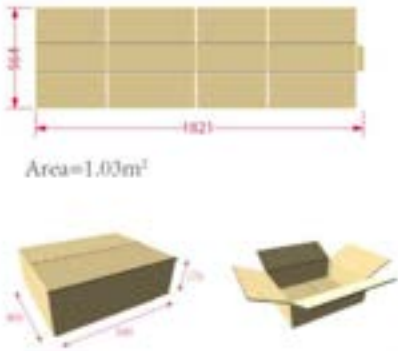
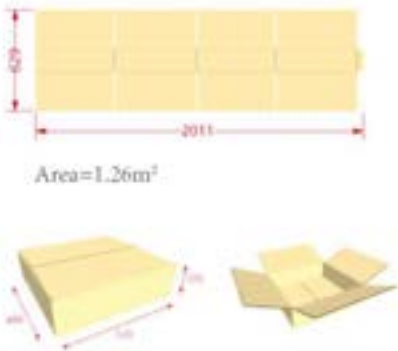
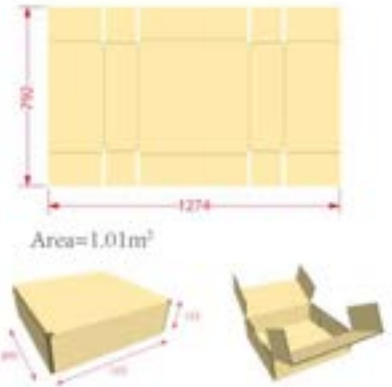
Figure 1 - Minimum Fit & Fill of Carton



Transit Carton type and specifications

Chosen Carton type can be “0201” or “0411” depending on the situation:

- For carton heights 175 mm or below, the 0411 carton needs to be used. This style will provide a lower carton cost as it is much more efficient for these smaller, lower height cartons (it “doubles” only the sides).
Refer to the picture below for expected CBM savings using 0411 (last column).
- For carton heights above 175 mm, supplier can choose if use 0201 or 0411.

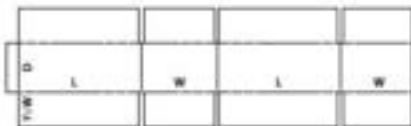
	0201	0411	MAT'L
500x405x175	 Area=1.03m²	 Area=0.94m²	-8.7%
510x490x155	 Area=1.26m²	 Area=1.01m²	-19.8%

More details about the two possible Carton types:



0201 Regular Slotted Container (RSC)

All flaps have the same length, and the two outer flaps (normally the lengthwise flaps) are one-half the container's width, so that they meet at the center of the box when folded. If the product requires a flat, even bottom surface, or the protection of two full layers, a fill-in pad can be placed between the two inner flaps.



This is a highly efficient design for many applications. There is very little manufacturing waste. The RSC can be used for most products and is the most common box style.

0411 Center Seam FPF

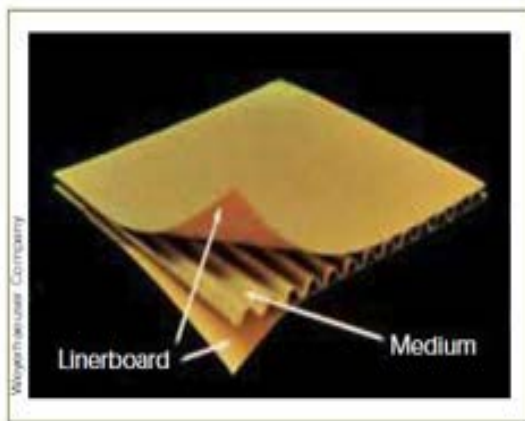


1/4W	D	W	D	1/4W

These 0411 styles are very efficient for short or low depth cartons and will be a much lower material usage and cost option for cartons from 90 mm to 175 mm height.

Expected flute:

Qualified "C single-wall (3 ply)" corrugate material is expected to be used for any Carton. It is compulsory for Cartons under 10Kg and 175mm or below in height.



MATERIALS' SPECIFICATION

USED FOR	CORRUGATED MATERIALS	FLUTE TYPE	ILLUSTRATION IMAGE	Gross Weight Limit	MINIMUM ECT REQUIREMENTS		Remark
					lbs/in	KN/m	
	Single-wall(3 ply) Corrugated board only	C-Flute only		GW <=10kg	32	5.6	Only Single Wall corrugate is allowed for lighter weight cartons
	Double-wall(5 ply) or Single-wall (3 ply) Corrugated board	BC or C-Flute		10kg <GW<=15kg	40	7	Either Single Wall or Double Wall is allowed for heavier cartons

NOTE:

1. Edge Crush Test(ECT) strength measures the top to bottom stacking performance of the corrugated material to adequately protect the carton from compression and crushing;
2. Only qualified corrugated board is allowed to print BMC on the carton



(DIAMETER=76MM)

(DIAMETER=76MM)

Figure 2 - Corrugated Material Technical and Performance Requirements



DIAMETER=76MM <3 INCHES>



DIAMETER=76MM <3 INCHES>

PACKAGING SUPPLY CERTIFICATION STAMP (BMC STAMP)

Please be advised that **the BMC stamp is a mandatory requirement** on all cartons shipped inbound to TWG supply chain and will be checked by TWG QC at origin and by TWG DC personnel upon arrival.

NB: All Carton suppliers that produce boxes for export goods will understand this box stamp and will be able to provide it to you.

TWG Standard Cartons menu

Figure 3 - Standard Carton Footprint (LxW)

Standard Carton Footprint (LxW)		
No.	Length (Outside) (mm)	Width (Outside) (mm)
1	595	495
2	595	380
3	595	325
4	495	380
5	495	325
6	495	285
7	595	250
8	395	285
9	595	190
10	460	240
11	440	320

Figure 4 - Standard Carton Height (H)

Standard Carton Height Analysis (H)			
No.	Depth (Outside)	Flute Material	Preferred Pack Style
1	525	BC or C	0201
2	440	BC or C	0201
3	375	BC or C	0201
4	330	BC or C	0201
5	290	BC or C	0201
6	260	BC or C	0201
7	235	BC or C	0201
8	215	BC or C	0201
9	195	BC or C	0201
10	175	C	0411
11	145	C	0411
12	120	C	0411
13	90	C	0411

IMPORTANT:

Vendors should make all efforts to fold and configure their packing to use one of the 11 Standard carton footprints (LxW), and preferentially one of the 13 Standard carton heights (height can always be custom adjusted though, avoiding empty space at the top being most important). If a standard footprint cannot be used, it needs a formal approval from TWG at Verification stage (see page 52 - TWG Verification / Approval step). Preferred height for Solid Carton packs is 525mm if the full carton weight is less than maximum carton weight of 15kg. If the full carton exceeds maximum allowed weight using 25mm height, please return to the measuring tool and confirm the quantity at the next Standard carton height.

TWL - HANGER RANGE

Department	TIC Code	Hanger Photo	Qty Per Ctn	Hanger Size	Type	Size Range	Department
Kids Tops	TH400BL		500	230mm	Top	98 - 98	Kids Tops
	TH400BL		500	230mm	Top	9 - 7	Kids/Youg Tops
	TH400BL		510	230mm	Top	9 - 14	Kids/Youg Tops
	TH4000BL		500	230mm	Top	98 - 98	Kids Top Double Hanger
	TH4000BL		400	230mm	Double Top	9 - 7	Kids/Youg Top Double Hanger
	TH4000BL		500	230mm	Double Top	9 - 14	Kids/Youg Top Double Hanger
Kids Bottoms	BH400BL		500	130mm	Clo	9 - 14	Kids (legging only) (not infants)
	BH400BL		500	130mm	Clo	98 - 98	Kids Bottoms (not for infants legging)
	TH400BL		400	130mm	Clo	9 - 7	Kids/Youg Bottoms (not for infants/legging)
	BH400BL		340	230mm	Clo	9 - 14	Kids/Youg Bottoms (not for infants/legging)

TWL - HANGER RANGE

Department	TIC Code	Hanger Photo	Qty Per Ctn	Hanger Size	Type	Size Range	Department
Kids Bottoms (not...)	FL400BL		500	130mm	Top Clo	9 - 7	Kids/Youg Bottoms (shorts/legging only)
	FL400BL		200	130mm	Top Clo	9 - 14	Kids/Youg Bottoms (shorts/legging only)
	PH400BL		400	130mm	Prong	9 - 14	Bottoms of infants (shorts/legging 4-7 ygs & pants only)
Sleepwear	TH400BL		500	230mm	Top	9 - 14	Infants Tops
	TH400BL		500	230mm	Top	9 - 7	Kids/Youg Tops
	TH400BL		470	230mm	Top	9 - 14	Kids/Youg Tops
	PH400BL		400	130mm	Prong	9 - 7	Infants, Kids & Youg Bottoms
	PH400BL		300	130mm	Prong	9 - 14	Kids/Youg Bottoms
	TH400BL		470	230mm	Top	98	Men's, Men's (Pants) (not garment brand)
	BH400BL		500	130mm	Clo	98	Women's (Men's) (not pants only)
	BH400BL		500	130mm	Clo	98	Women's (Men's) (not pants only)

TWL - HANGER RANGE

Department	TIC Code	Hanger Photo	Qty Per Ctn	Hanger Size	Type	Size Range	Department
Womens Tops	TH400BL		470	230mm	Top	9 - 32	Womens Top
	PH400BL		400	230mm	Top	98-98	Womens (not pants only)
	TH400BL		470	230mm	Top	98 - 98	Kids/Youg (not pants only)
	BH400BL		200	230mm	Top	98 - 98	Kids/Youg (not pants only)
Womens Bottoms	FL400BL		200	130mm	Top Clo	9 - 32	Womens
	FL400BL		200	130mm	Top Clo	98 - 98	Kids/Youg (not pants only)
Womens Tops	TH400BL		470	230mm	Top	9 - 32	Top
	BH400BL		200	230mm	Top	9 - 32	Bottoms (not pants only)
Womens Bottoms	FL400BL		200	130mm	Top Clo	9 - 32	All Men's

Proposed Carton Footprint Range (C-Flute)

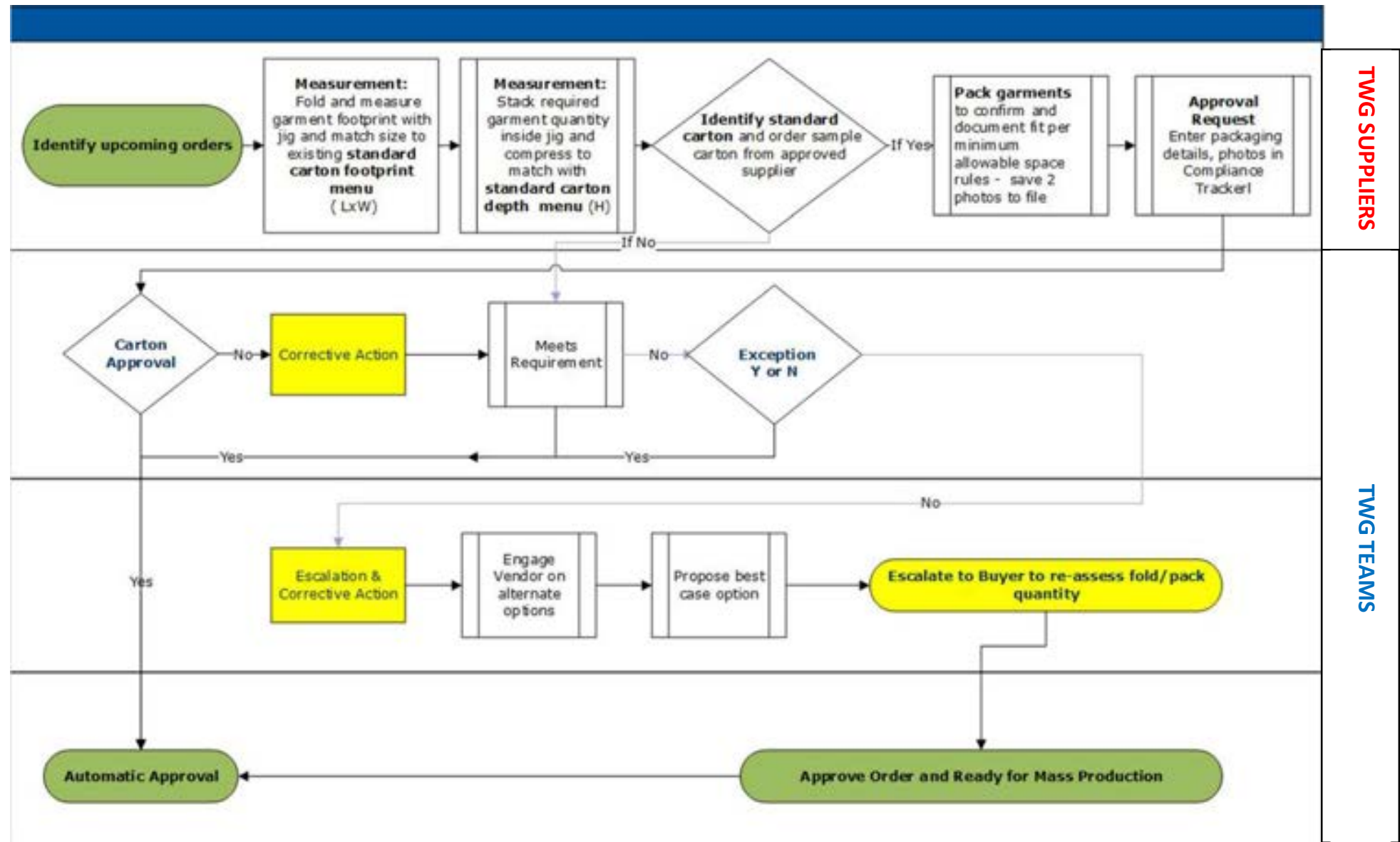
Ctn. No.	Length (Outside)	Width (Outside)	Width (Inside)
1	595	495	487
2	595	380	372
3	595	325	317
4	495	380	372
5	495	325	317
6	495	285	277
7	595	250	242
8	395	285	277
9	595	190	182
10	460	240	232
11	440	320	432

Hanger width allocation to Carton,

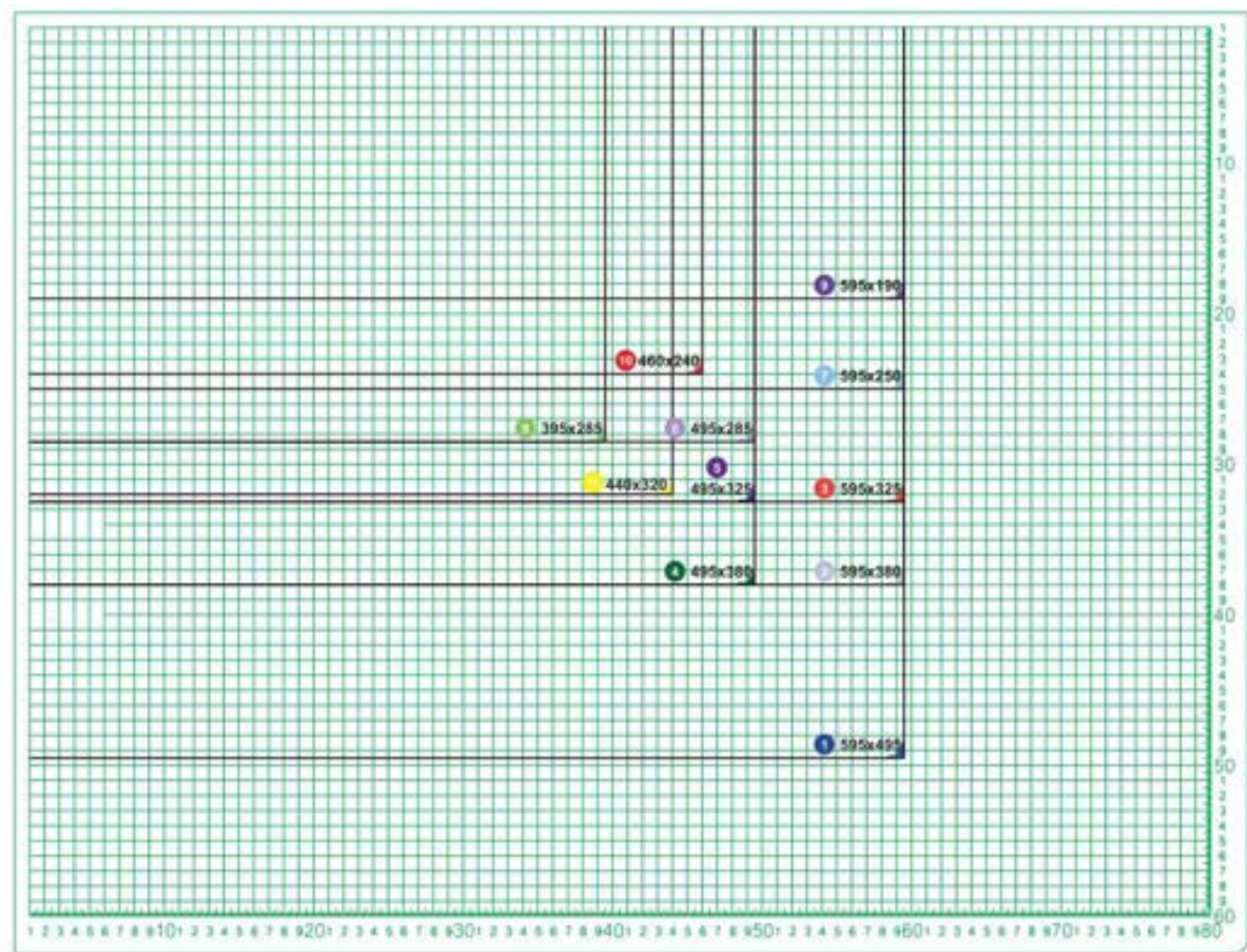
Hanger TIC Code	Garment	Hanger Width (mm)	Ctn. No. Selected
BH56BL	Kids Bottoms	120	9
BH59BL	Kids Bottoms	180	9
PH54LXBL	Kids Bottoms	190	7/10
PH54LXBL	Sleepwear	190	7/10
BH60BL	Kids Bottoms	210	7/10
FL56BL	Kids Bottoms	210	7/10
TH40XBL	Kids Tops	250	6/8
TH40DSBL	Kids Tops	250	6/8
TH40XBL	Sleepwear	250	6/8
PH55LXBL	Sleepwear	250	6/8
BH64BL	Kids Bottoms	260	6/8
FL57BL	Kids Bottoms	280	3/5
BH61BL	Sleepwear	280	3/5
FL57BL	Womens Bottoms	280	3/5
TH41XBL	Kids Tops	300	3/5
TH41DSBL	Kids Tops	300	3/5
TH41XBL	Sleepwear	300	3/5
FL58BL	Womens Bottoms	310	3/5
FL58BL	Mens Bottoms	310	3/5
TH42XBL	Kids Tops	350	2/4
TH42DSBL	Kids Tops	350	2/4
TH42XBL	Sleepwear	350	2/4
TH43BL	Sleepwear	400	1/1
TH43BL	Womens Tops	400	1/1
TH44BL	Womens Tops	420	1/1
TH45BL	Womens Tops	460	1/1
TH47BL	Womens Tops	460	1/1
TH45BL	Mens Tops	460	1/1
TH47BL	Mens Tops	460	1/1

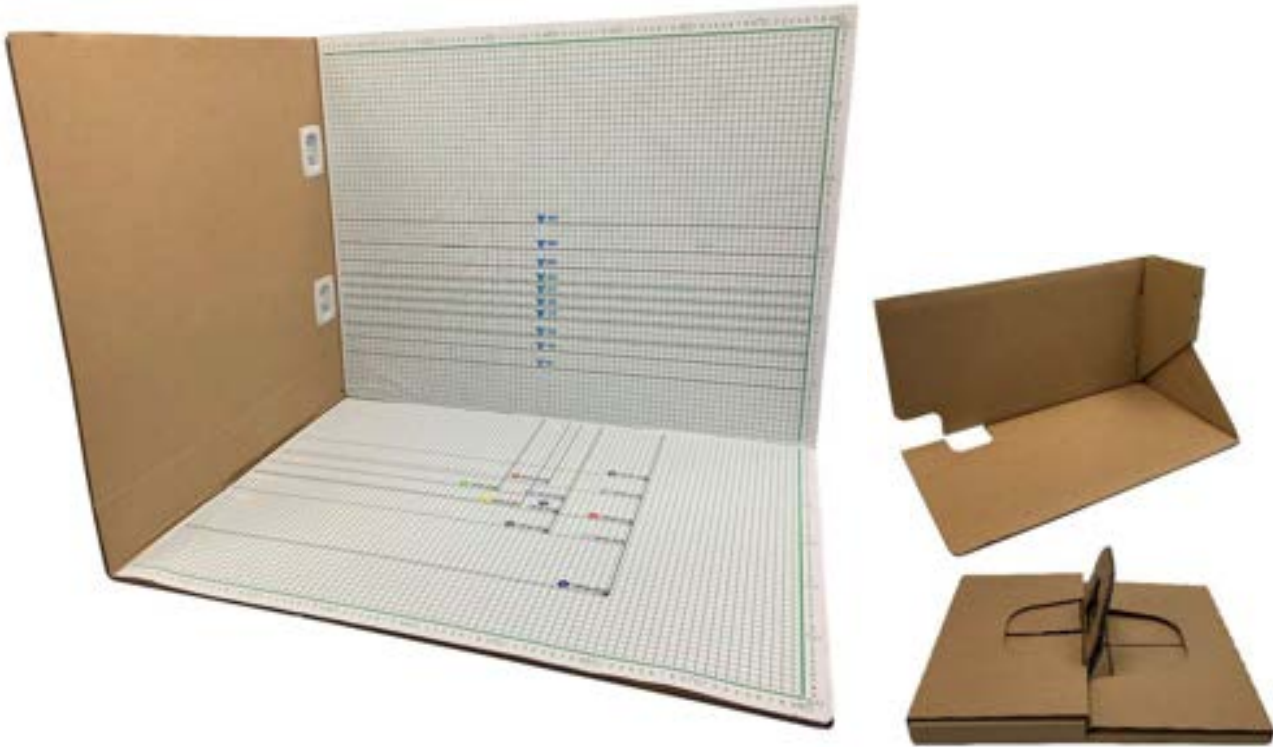
Figure 5 - Hanger Width to Standard Carton

Carton measurement, optimization and verification Workflow



Jig & Measurement tools





Step by Step measurement process – Hanger Style

STEP 1:
 Use the measurement jig & tools to configure folded garments and garment stacks to the footprint (Length X Width) for your pack configuration. Measure FIT to the folded garment dimensions only
 – DO NOT MEASURE TO THE POLYBAG. THE POLYBAG WILL COMPRESS IN THE CARTON.



STEP 2:

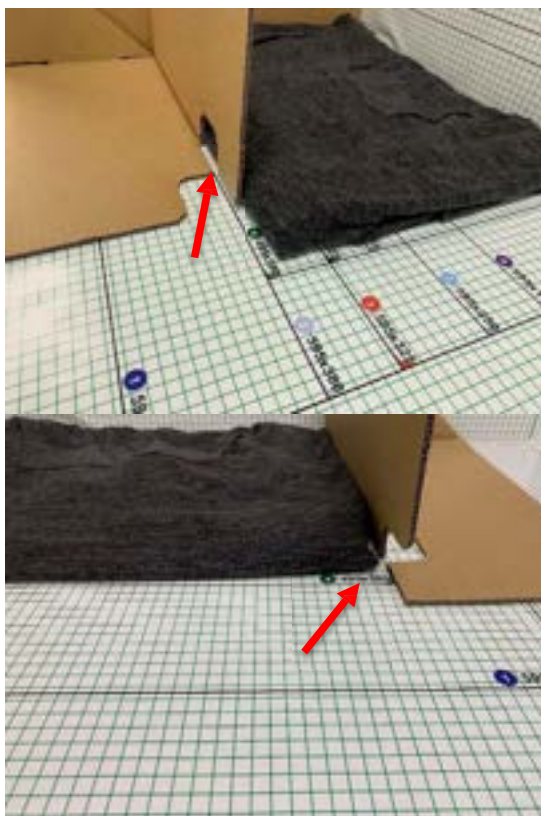
Next select the standard Height by filling the Carton with maximum quantity to the preferred height (press gently).



Step by Step measurement process – Table-Top Style

STEP 1:

Use the measurement jig & tools to configure folded garments and garment stacks to the footprint (Length X Width) for your pack configuration. Measure FIT to the folded garment dimensions only
– DO NOT MEASURE TO THE POLYBAG. THE POLYBAG WILL COMPRESS IN THE CARTON.



STEP 2:

Next select the standard Height by filling the Carton with maximum quantity to the preferred height (press gently).



Carton Sample for packing fit test & pictures for verification

STEP 1:

- Get the PDF specifications for the standard Carton size or for the variable custom Carton.
- Send this file to your approved packaging supplier. Please be sure to communicate the OUTSIDE DIMENSIONS in mm for the Height Measurement for the select PO Style/Quantity measured. This file will give them the manufacturing specifications for the Carton. It will identify the OUTSIDE DIMENSIONS L x W x D and the manufacturing tolerances to make a Carton according to TWG requirements.
- It is important to clearly communicate that you need a Carton with OUTSIDE DIMENSIONS. Many mistakes come from not clearly communicating outside Vs. inside dimensions requirements for your cartons. The Packaging Supplier should be able to provide a sample Carton to your measurements within 1-2 working days.

NB: It is important that the Supplier identifies the correct specifications for both the Carton Dimensions (L x W x D) and the correct Carton Material (3 ply C flute).

STEP 2: Place the garments into Carton

STEP 3: Check FIT on Length and width directions from top of the Carton, ensure there no empty space from length and width direction, maximum allowed space inside of Carton from length & width orientation will be 20mm only, any non-compliance will be rejected.

STEP 4: Check FILL on Height direction by placing full quantity of garments in Carton to ensure there are no empty space inside of height orientation. Garment inside of Carton should not receive strong compression, **only gentle pressure in order not to allow additional any free airspace at the top.** Garments will settle from gravity after carton closure and sealing and during inbound transit.

NB: There will be different colours and related POs for the same/style/size/quantity. It is the Supplier's responsibility to use the same Carton size and quality for all related POs of the same style, size and quantity. The Supplier may use same set of FIT-FILL pictures to cover all related POs for different colours.

STEP 5: Sharing verification pictures with TWG

1. One picture of the single garment to confirm proper size per guidelines
2. Second picture of open Carton from directly above only the largest size in the ratio (this will confirm Carton is measured correctly for LxW) – no polybag in picture!

NB: Additional pictures maybe submitted for confirmation if 2 pictures do not show enough details or if there is a special situation, especially for custom Carton. More pics can help approve confirmation request on 1st pass.



TWG Verification / Approval step

IMPORTANT:

TWG has established a milestone for Approval.

Each Supplier must confirm the new packing and packaging materials are compliant with the new guidelines before shipment (for new styles).

1. Confirmation is required one time for each unique style/size packaging configuration.
2. Training and registration will be provided by TWG – each Supplier must have their “packaging champion” registered and certified.
3. A dashboard of PO's to be confirmed will be provided to guide the Supplier User through the steps to confirm their packaging details.

The Warehouse Group Transit Packaging Compliance Check List for Supplier / Representatives																		
Supplier Information (供應商資訊)										Product Information (產品資訊)								
Date (日期)	Supplier	Supplier Code	Description	Item No.	Item Range	Department	Brand	Official Order No.	PO-Ordered Qty	Original ETD	Pack Type	Shipping Instruction	Material Type	External Carton Dimensions (mm) (國際單位: 毫米)	Pack Qty / Ctn (國際數量: 件/箱)	Gross Weight (kg) (國際重量: 公斤)	Net Weight (kg) (國際重量: 公斤)	
										L		W		H				
Previous Cartons Information: Please enter the carton dimensions, pack qty & Gross Weight as if you were packing these goods before The Warehouse Group introduced the new packaging requirements. But not what you have shipped in-date under these new requirements for the same or similar product.																		
										L		W		H				

Confirmation request worksheet

NB: For more details about this compulsory Approval step, please talk to your preferred TWG Merch or Quality contact from the related TWG office.

SECTION 5: SUPPLY CHAIN, QUALITY REQUIREMENTS & DELIVERY COMPLIANCE

This section will inform you about The Warehouse Group Ltd. specifications for packaging quality and shipping requirements.

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 (see SECTION 4: TRANSIT CARTONS OPTIMIZATION)
- Garments must not be squashed to fit the size of a carton (resulting in excessive creasing or damage to garments) but gently pressed at the top to optimize the height without generating press marks
- It is TWG 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, only 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 (Single wall) or BC flute (Double wall). Flutes must run vertical to ensure box stacking is maximised
- Qualified board with BMC stamp shall be used (see page 44 - Material's Specification)
- **Inferior quality board should not be used**

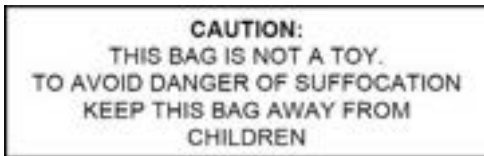
Cartons are encouraged to be:

- Made of recycled material (ECT and BST requirements still to be reached)
- Contain no bleaches
- Be free of surface treatments
- Only constructed from board (no additional materials like plastic films etc.)
- Easy to open without advanced tools

Tissue Paper and Polybags

- Tissue paper should be avoided unless absolutely necessary to protect the garment or print on the garment. If tissue paper is required, formal approval is required from TWG.
- The use of tissue paper creates operational inefficiencies and safety issues for TWG stores.
- Minimising the use of unnecessary packaging, notably of plastic polybags, is key to TWG Environmental Policies.
- Polybags are intended to provide in-transit protective covering for garments. If garments are to be held in reserve, they also provide dust protection for storage.
- The overuse of polybags causes a number of operational inefficiencies, Environmental issues, Health and Safety issues for TWG team members and unnecessary increased cost of goods. The use of polybags should be minimized.
- Therefore, Suppliers must consider the below hierarchy when using polybags:
 1. Carton liner polybag – to be used when Buy Pack is at a carton level quantity
 2. Multi-unit polybag – to be used when cartons need to be opened for allocation and allocation can be done without opening multi-unit polybags
 3. Individual unit polybag – Only upon prior agreement from Buying and Sourcing Manager H2T

- Polybags to be made of recyclable and recyclable material only (LDPE)
- Polybags must be clear (no colouring) and have the recycling logo
- Polybags must be BHT free (butylated hydroxy toluene)
- Polybags must be a minimum weight of 10 mu
- Do not use Polypropylene bags
- Polybags must be odour free and contain no contaminants
- Safety of polybags / carton liners is provided by having air holes (via hole-punching or perforations) to eliminate the risk of suffocation to children.
- On top of air holes, all bags need the following safety information onto them, text must be in CAPITALS: (variations of this safety warning are acceptable, however they must provide a similar statement)



Garment Protection

Stores and DCs will probably use a sharp knife to open the carton which may risk damaging the garments inside. To prevent this damage:

- Place a **cardboard Pad** on top of the carton before closing the flaps to ensure the products inside are not impacted when cutting open in store. The Pad will also help to apply even and light pressure on garments during box closure and ensure no crease marks coming from case flaps.
- Only C single-wall (3 ply) corrugate material is allowed for Pad, do not use thicker cardboard.
- Please ensure the protective pad cannot move inside of the carton once closed, that it is cleanly cut and **correctly sized: it MUST be longer than gap of inside flaps on length direction, and its width should be large enough to avoid movement**



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 TWG DC's must have approved labels or carton marking in the correct position, clearly visible.

TWG require Suppliers to print a Department and a Sub-Department at the top of each solid pack carton. This will aid our Operations team in identifying where each carton should be located in store.

On the bottom of each PO, you will see a new section called 'Carton Markings': this section identifies what each product's Department and Sub-Department is and should be printed on the outside of each carton.

NB: Some carton sizes will prohibit the desired layout of carton markings. In these cases, as long as all of the necessary elements are on the carton, we can agree to adjust the carton markings layout.

EXAMPLE – APPAREL (SOLID PACK)



EXAMPLE – APPAREL (BUY PACK)



Carton numbering

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.

Buy Packs – Multiple Inners in an Outer

NB: Please pay special attention to packing instructions on the PO – **YOU MUST NOT PACK IN INNERS WITHOUT PERMISSION FROM TWG.**

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.

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/buybacks (52 pieces) per carton. Outer must be clearly labelled 2 buy packs enclosed. Poly bags to be made of recyclable material only.

NB: If your order has two sizes of Buy Pack on it, please 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 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 e.g. 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 inners will be specified clearly in the packing instructions.

Packing instructions for Buy Packs:

- You may be requested to pack Buy Packs in polybag inners within cardboard outers – this will be made clear on the packing instructions. You cannot do this without permission from TWG.
- All garments with a hanger code on Tech Pack and/or PO must be on hanger. If no hanger code on Tech Pack or PO, to be packed with no hanger (for example Apparel Table Lines)
- 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: please lay the Small to Large together in one direction and the XL to 2XL in the other direction
- Carton liner polybags to be used with garments grouped and folded
- Do not exceed specified number of hangers for carton
- Do not exceed 15kg and apply weight labels as appropriate. **If over 15kg, please speak to your TWG Merchandiser (see SECTION 7: TWG PACKAGING CONTACTS) at early stage (i.e. before ordering the cartons) to get the TWG PO updated**
- 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 – except for Bras which should be packed from smallest to biggest size from the bottom to the top of the box

- Carton must be the correct height/width/depth to fit Buy Pack without placing too much stress on the garment when packing and sealing the carton (see SECTION 4: TRANSIT CARTONS OPTIMIZATION). **If cannot use one of the listed Standard carton footprints, please speak to your TWG Merchandizer (see SECTION 7: TWG PACKAGING CONTACTS) for special approval**
- 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)
- Accuracy in packing is critical; please refer to the “Order Content Accuracy” at the end of the present section for additional information

Labelling instructions for Buy Packs:

- All deliveries to TWG 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 (see “Buy Pack Breakdown labelling” paragraph here below)
- 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 TWG staff
- If you deliver a partial carton (solid), then please apply a YELLOW label (see “Partial Cartons” below)

Inner polybags markings:

For Buy Packs, the info in the carton markings section needs to be replicated on a sticky label onto the polybag inners or a label inside the polybag liner that is positioned so it can clearly be seen by TWG 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: WORE MAT KNIT DRESS						
Colour: CH/MRL						
Mailer: 39						
QTY: 10 units						
SIZE	S	M	L	XL	XXL	XXXL
COLOR:						
CH/MRLS	2	2	2	2	1	1

NB: You do not need to label polybags inside solid packs.

Buy Packs Breakdown labelling:

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** (except if carton is too small, please use 90mm x 60mm instead - to avoid covering shipping mark)
- Please use **Pantone Orange 021 (or as closest match):**



The outer carton should also include the quantity of Buy Packs that are within the carton as well as the Buy Pack barcode/item code and other product description information.

NB: It is no longer a TWG requirement to pack single garments in individual polybags **UNLESS** the TWG Buyer specifically request it on the packing instructions.

Partial 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.

+ / -5% is calculated by North Island / South Island (if both) / Buy Packs / Replenishment (if both) at a Colour / Size Level, But the 5% units over or under can only be updated on the North Island Replenishment order only. Buy Packs must be 100% correct as stated above

As TWG 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 it 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 onto the carton:



- This label should be YELLOW and of at least the following dimensions **150mm x 100mm** (except if carton is too small, please use 90mm x 60mm instead - to avoid covering shipping mark)
- Please use **Pantone Yellow 012 (or as closest match)**

PLEASE NOTE:

- Adding small boxes inside a big box is not allowed. Every partial (half-empty) box must be sent by itself. Do not pack it inside another larger box.
- Make sure to pack one size and one colour only. Do not mix different stocks together. Each separate box must contain only one size and one colour.
- Refer to page 63 for the correct box dimensions. Do not use boxes that are too small or contain too few items.

Heavy Weight/Bulky Cartons

All single-packaged products, including inners, outers, and transit packaging cartons, that weigh more than 12 kg to 15 kg are considered heavy. In consequence, they should be marked with specific icons.

NO WEIGHT WARNING ICON TO BE USED	No Icon: For packages and outer cartons (0 - 12kg).
 2 PERSON LIFT OR MECHANICAL AID	2 Person Lift Icon: For weighty packages and outer cartons (12kg - 15kg) moved as individual units or on shelf ready packaging, or bulky ones (when carton is larger than 0.13 cubic meters or approximately 50CM x 50CM x 50CM). ⚠ Note: For H2T cartons in general, preferred max weight is 13kg, with tolerance up to 15kg.
 HEAVY 15-35kg CONSIDER TWO PERSON OR MECHANICAL AID CAUTION	Heavy Weight Icon: For heavy packages and outer cartons (15kg - 35kg) moved as individual units or on shelf ready packaging. Handling items within this category: Proceed with caution: The use of a two person lift or a mechanical aid is to be considered.
 VERY HEAVY 35-50kg ADVISED: TEAM LIFT OR MECHANICAL AID WARNING	Very Heavy Weight Icon: For very heavy packages and outer cartons (35kg - 50kg) moved as individual units or on shelf ready packaging. Handling items within this category: WARNING: The use of a team-lift or a suitable mechanical aid is advised.
 EXTREMELY HEAVY ! REQUIRED: TEAM LIFT OR MECHANICAL AID 50+ kg DANGER	Extremely Heavy Weight Icon: For extremely heavy packages and outer cartons (50kg and above category) moved as individual units or on shelf ready packaging. Handling items within this category: DANGER: A team lift or a suitable mechanical aid is REQUIRED to lift products marked with this weight warning.

Carton Dimensions:

Minimum and maximum limits for outer cartons:



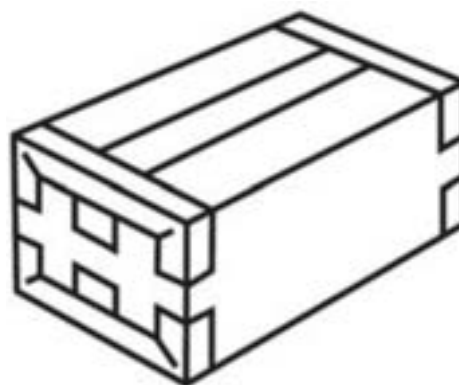
DIMENSION PER OUTER CARTON	MINIMUM	MAXIMUM
WIDTH	150 mm	550 mm
HEIGHT	100 mm	550 mm
LENGTH	225 mm	900 mm
WEIGHT	500 g	15 kg

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

Carton Sealing

- Transparent / Clear tape should be used
- H Seal taping configuration is mandatory
- Seal top and bottom of Carton opening flaps
- Seal along Carton short size top seams
- 50 mm width polypropylene tape
- 65 micron's total thickness
- Water based acrylic glue
- Adhesion 3.3 N/cm
- Tensile strength 61.3 N/cm
- Elongation 165%



Carton Storage Requirements

- Packed Cartons must be stored off the floor and away from walls on pallets or shelves
- Cartons must never be placed directly on the floor or ground

- All Cartons must during handling and transport be protected from rough treatment, dust and dirt, moisture, water or other liquids
- It is not allowed to step or stand on Cartons nor to throw or drag the Cartons!
- Use only clean dry and watertight trucks for transport and load trucks under roof cover
- Factory warehouses must be dry and have good ventilation
- Avoid storing goods for long periods of time especially during the rainy season. Goods stored in the factory warehouse should be re-checked prior to shipment
- Never pack in wet or moist Cartons
- During packing, the goods must be protected from insects. Windows and doors in the packing premises must either be closed or covered
- Damaged or wet Cartons must be discarded and repacked

Quality Process 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, TWG will perform number of checks when the garments arrive at our Distribution Centre. In addition to this, TWG will randomly pick Carton samples from productions and proceed to counter-test them to make sure they meet the expectations.

Apart from the product specifications imposed by our Quality Assurance teams, the following supply chain requirements will also be assessed during 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 TWG 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 with 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

Please make sure the pack/carton contains **exactly** what is shown on the label. Information about style, PO, and barcode must be accurate.

- Penalties apply
- Pay special attention to markings 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

NB: To confirm and commit that Carton's content is exactly matching the Shipping Mark, the Supplier is required to mark inside the flap with a chop:



Order Content Accuracy

Accuracy is critical to TWG so please follow the guidelines:

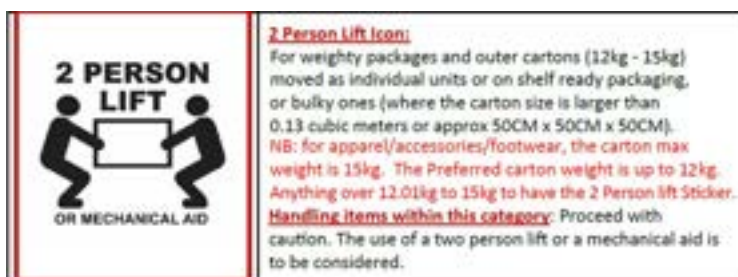
- Do not mix barcodes in solid packs – they must be one size one colour
- Quantity of items packed: a tolerance is applied across the entire order but please ensure that:
 - The Buy Pack orders must be fulfilled in full. If we order 92, we must get 92. Our Buy Pack orders are specific to store orders so if Suppliers short TWG 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

SECTION 6: FOOTWEAR SPECIFICS

Footwear - Hanger & Packing instructions

- Instructions

1. Egg-crate packing is required
2. All poly bags must have two holes and a suffocation warning
3. Hanger from nominated hanger factory (different hangers base on different shoes)
4. Elastic joiner in Black colour by 50cm length to join the shoes together (for dark colour uppers - please use White colour elastic joiner for the light colour uppers)
5. Branded price swing tags from Checkpoint on the right shoe only
6. Micro Pak PE Sheet inside each polybag to prevent mould
7. No tissue / Cardboard fillers inside footwear, unless agreed by TWG
8. When using boot clip hanger (FW79NBL), only need to put the hanger inside the boot of right shoe
9. All box markings, dimensions and quality must be according to present manual
10. For further details regarding markings and dimensions, please contact relevant TWG Sourcing office
11. Max weight: same as Apparel/Accessories. Shall not exceed 15kg. Shall apply weight icons as appropriate - for packages and outer cartons of 12kg or over, the following markings are required:



12. Carton dimensions: same as Apparel/Accessories.

<i>Dimension</i>	<i>Minimum</i>	<i>Maximum</i>
Width	150mm	550mm
Height	100mm	550mm
Length	225mm	900mm

13. Distribution Location: **NIDC AUCKLAND / SIDC LYTTTELTON**

- Reference Pictures

Micro Pak PE sheet 25x25cm:



Each polybag **MUST** be closed correctly and completely:



Egg-crate packing and the polybags **MUST** be in good condition:



Hanger placement:



Footwear - Commercial Markings on Product

TWL Policy is to provide commercial markings so the customer can see what materials the product consists of. These are to be permanently attached to the footwear in a visible position.

To be printed on the sock or lining, or sewn in label

Labelling Standard = AS/NZS 2622 1996.

The wording of the label shall be in English of clear legible medium width lettering of which no individual letter shall be less than 1.5mm high.

TWL require 2mm minimum.

For the sewn label needs to order from Checkpoint with the first PO number on it.

The Country of Origin is compulsory for all footwear:

This is enforced by The Commerce Commission in New Zealand under The Fair-trading act

Country of origin {clothing and footwear} LABELLING REGULATIONS 1992

The contents and description are not mandatory, but if given must reflect an accurate description of the items used

Material Naming & Marking Guidelines:

When describing contents please use standard terminology, for examples see below:

Uppers and linings and socks:

For all man-made materials use the term **SYNTHETIC**.

If the material is 100% content of a material, then the material name can be used.

I.e. if 100% cotton then **COTTON** can be used.

For Leather, use the term **Leather**.

This includes leather with a PU coating of less than 0.15mm.

The term Real or Genuine leather cannot be used where there is any form of coating.

Soles:

This applies to all sole materials such as PU, PVC, TPR, Resin. Name as **Synthetic Sole**.

Only soles using 95% content of one material can be named. For example, **Rubber**, soles consisting of less than 95% percentage, but more than 50% of Rubber to be named as **Rubber / Synthetic**.

Footwear with less than 50 % rubber content. This should be named as **Synthetic/Rubber**.

We do not normally name hidden Components such as Insoles and Shanks etc.

Example markings

Contents	Material type
SYNTHETIC UPPER	(PU and Fabric)
SYNTHETIC LINING/sock	(Mesh Fabric)
SYNTHETIC SOLE	(TPR)
Country of origin	MADE IN CHINA
Item code	123453432.00
Name	CALI
Season code	S11



SECTION 7: TWG PACKAGING CONTACTS

If you are in China → Please contact TWG China Sourcing Office (CSO):

Pierre Icard – China CSO based – Head of Quality

Pierre.Icard@thewarehouse.co.nz

Bill Hao – China CSO – Packaging specialist

Bill.Hao@thewarehouse.co.nz

Michael Meng – China CSO – Quality Manager

Michael.Meng@thewarehouse.co.nz

Johnson Li – China CSO – Footwear Specialist

Johnson.Li@thewarehouse.co.nz

Aiolos Hu – China CSO – Accessories Specialist

Aiolos.Hu@thewarehouse.co.nz

Tony Zhou – China SSO – Apparel Merchandize Manager

Tony.Zhou@thewarehouse.co.nz

Jessica Ji – China CSO – Apparel Merchandize Manager

Jessica.Ji@thewarehouse.co.nz

Sharry Wei – China CSO – Footwear Sourcing Manager

Sharry.Wei@thewarehouse.co.nz

If you are in Bangladesh → Please contact TWG Bangladesh Sourcing Office (BSO):

Pierre Icard – China CSO based – Head of Quality

Pierre.Icard@thewarehouse.co.nz

Anwar Hossan – Bangladesh BSO – Merchandize Manager

Anwar.Hossan@thewarehouse.co.nz

Md. Raju – Bangladesh BSO – QA Lead

md.raju@thewarehouse.co.nz

Humayun Kabir – Bangladesh BSO – QC Lead

humayun.kabir@thewarehouse.co.nz