Giant Tiger Stores Limited

Vendor Standards Manual
904 - Transplus

G. T. Wholesale Limited
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Johnstown, Ontario
K0E 1T1

What's New!	
Topic	**Section**
PO Communication to GT Replenishment Analyst	Various
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1   Introduction

Giant Tiger (GT) is proud to be a Canadian owned and operated family discount store. Established in 1961 in Ottawa's Byward Market, the privately held company has over 257 locations across Canada and employs over 9,500 team members committed to providing everyday groceries, on-trend fashion apparel and home goods at the lowest prices possible. GT offers a large assortment of casual clothing and footwear for the entire family, including many of the latest fashion items. In addition, everyday needs in groceries, confectionery, pet food, cleaning supplies, housewares, stationery, toys, and health and beauty products are in stock at all times. Today all GT locations are locally owned or operated and most of our stores are franchised. Giant Tiger franchise owners become involved members of the community, sharing community concerns and serving its needs through generous community giving. Giant Tiger Stores Limited operates Giant Tiger Wholesale (GTW), which is responsible for a growing logistics and distribution team, including trucking, warehousing and distribution of goods.

G.T. Wholesale Limited, referred to afterwards and used interchangeably as "GTW", is Giant Tiger's distribution division.

We encourage vendors to review this *G. T. Wholesale Limited Vendor Standards Manual* in detail, as it contains information that may affect various aspects of daily vendor procedures.

The goal of this manual is to facilitate communication throughout all levels of the Giant Tiger supply chain—from the Buying Team to Warehouse Operations to store level. In order for processes to be effective, the information in this manual must be passed on to all parties involved. Please distribute this manual to all departments impacted by these requirements.

In our continuing business relationships, it is important that vendors and carriers understand the value we place on service. Vendors shipping pre-paid must supply its carrier(s) with a copy of this *G. T. Wholesale Limited Carrier Standards Manual*.

Our staff is equally aware of Giant Tiger's commitment in this regard, and will work with vendors to develop the most efficient, cost-effective programs possible. To do this, Giant Tiger needs vendor cooperation in providing the same service we promise our customers, including shipping our orders complete, error-free, on time, and with correct physical shipment quality and documentation. Back-orders and re-work are expensive, create extra work and delay moving merchandise to our stores.

In order to succeed, processes must be respected as a whole—not as fragmented components. To this effect, buying teams do not have the authority to approve exceptions to any of the policies established in this manual. All exceptions must be approved in writing by G. T. Wholesale Limited Management.

All policies contained in this manual meet basic industry protocol. Following these procedures ensures merchandise is processed through our distribution centers as efficiently and accurately as possible. It also helps eliminate costly and potential delays in supplying merchandise to stores. If vendors are unable to comply with the policies described in this manual, please advise us immediately via email by contacting GTvendorstandards@gianttiger.com .

Thank you for helping G. T. Wholesale Limited improve the efficiency of our supply chain. These guidelines will allow purchase orders to be received, stored and distributed at each distribution center with a high level of efficiency and little disruption. When all levels of the Giant Tiger supply chain respect the guidelines in this manual, our position as an efficient, industry-leading operation is reinforced and maintained.

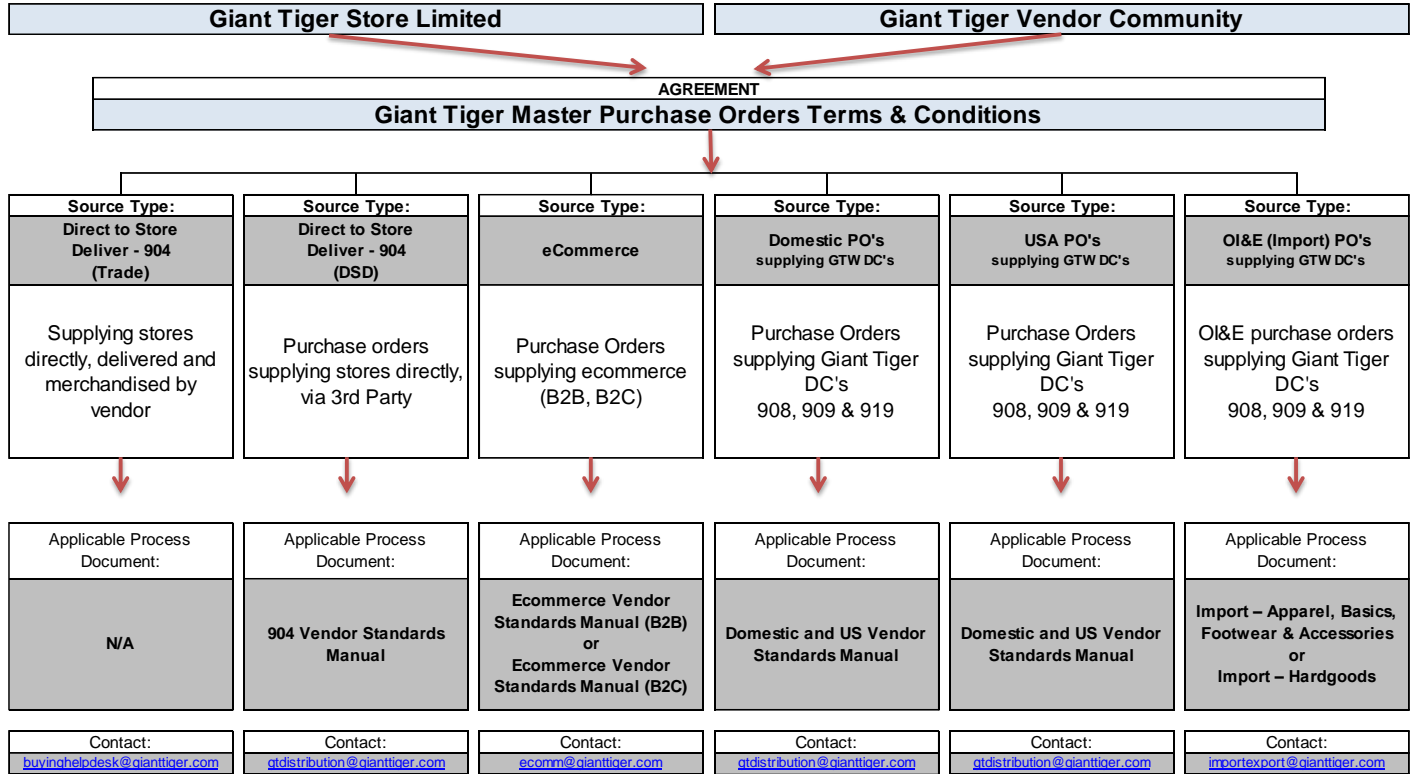# Thank you for helping improve the efficiency of our supply chain!

Please ensure you are consulting the correct / applicable manual for the particular Purchase Order type. As a vendor you are assigned a default Freight Policy Code, however the Freight Policy Code associated with the individual Purchase Orders can change from your default and you must follow vendor manual instructions that apply to the terms of the PO. Manuals are updated from time to time – please ensure your version is current by contacting: GTdistribution@gianttiger.com.

Giant Tiger Supply Chain

July 2019

Giant Tiger Store Limited	Giant Tiger Vendor Community

AGREEMENT
Giant Tiger Master Purchase Orders Terms & Conditions

Source Type: Direct to Store Deliver - 904 (Trade)	Source Type: Direct to Store Deliver - 904 (DSD)	Source Type: eCommerce	Source Type: Domestic PO's supplying GTW DC's	Source Type: USA PO's supplying GTW DC's	Source Type: OI&E (Import) PO's supplying GTW DC's
Supplying stores directly, delivered and merchandised by vendor	Purchase orders supplying stores directly, via 3rd Party	Purchase Orders supplying ecommerce (B2B, B2C)	Purchase Orders supplying Giant Tiger DC's 908, 909 & 919	Purchase Orders supplying Giant Tiger DC's 908, 909 & 919	OI&E purchase orders supplying Giant Tiger DC's 908, 909 & 919
Applicable Process Document: N/A	**904 Vendor Standards Manual**	**Ecommerce Vendor Standards Manual (B2B) or Ecommerce Vendor Standards Manual (B2C)**	**Domestic and US Vendor Standards Manual**	**Domestic and US Vendor Standards Manual**	**Import – Apparel, Basics, Footwear & Accessories or Import – Hardgoods**
Contact: buyinghelpdesk@gianttiger.com	Contact: gtdistribution@gianttiger.com	Contact: ecomm@gianttiger.com	Contact: gtdistribution@gianttiger.com	Contact: gtdistribution@gianttiger.com	Contact: importexport@gianttiger.com

・ The Supply Chain Team and/or the Category Team will provide new vendors with current manual(s) applicable for the initial source type.

・ Vendors must request applicable manuals by contacting the email addresses indicated above if they start supplying via a new source type.

・ Manuals are updated periodically as required, a link to updated manuals will be provided to vendors active in the last year, vendors with re-activiated accounts must request applicable manuals.

2   Shipping and Routing Guide

This Shipping and Routing guide is prescribed as per the
Master Purchase Order Terms and Conditions.

The time and dates specified on any Purchase Order for shipment and cancellation of goods is of the essence of this agreement.

The following procedures must be followed to obtain the best freight rates to ship products to:

(i)   Giant Tiger Stores Limited;
(ii)   any of Giant Tiger Stores Limited's franchised stores;
(iii) G.T. Wholesale Limited;
(iv)   Giant Tiger Stores, Inc.;
(v)   Any of Giant Tiger Stores, Inc.'s franchised stores, or
(vi)   Giant Tiger 3rd party warehouses

In general, three guidelines must be adhered to for all shipments, regardless of shipping method:

1.   All invoices/packing slips must clearly indicate a supplier's unique reference number.
2.   Invoices/packing slips must be issued from the company indicated on Giant Tiger's purchase order.
3.   Value is not to be declared on transportation bills of lading. G.T. carries its own insurance and do not need or want any additional carrier liability.

Vendors shipping merchandise differently to these instructions will bear all freight costs.

GTW supply chain contact: GTdistribution@gianttiger.com

2.1   Canadian / American Sources to Canadian Destinations

2.1.1   Direct to Stores Shipments (Warehouse 904 - Transplus)

For Canadian and American Sources

- FPC "O" (for Ontario) PO's must be delivered prepaid to Trans-Plus' site in Mississauga
- FPC "Q" (for Quebec) PO's must be delivered prepaid to Trans-Plus' site in Montreal

Vendors deliver prepaid to either Trans-Plus location:	
2400 Rue Halpern, St. Laurent, Montreal, QC, H4S 1S8 Hours: 10:00 AM to 2:30 PM - Monday to Friday. **Delivery appointments: (514) 332-5020 ext. 236** Help desk: (514) 332-5020 ext. 236	7385 Bren Road, Unit 2/Unit C, Mississauga, ON, L4T 1H3 Hours: 10:00 AM to 2:30 PM - Monday to Friday. **Delivery appointments: (905) 362-0821 ext. 229** Help desk: (514) 332-5020 ext. 236

- All packages shipped via Trans-Plus must use the online shipping application called Trans-Plus Easy Ship System (TESS), a web-based application located at http://www.trans-plus.com/, and the system-generated labels must be applied to all packages.
- New suppliers can log on to TESS by entering their GT-issued vendor number as user name and their postal code as password (with or without spaces). Vendors unable to log on to TESS can email their business name and Giant Tiger vendor number to vendorcomm@gianttiger.com for assistance. **Purchase orders will be visible on the Trans-Plus website 3 Days before the "Ship Date" and up to the "Cancel Date" only.**
- The weight of any individual case must not exceed 50 pounds or 22.68 kilograms.

- Shipments exceeding one pallet and or 50 boxes require an appointment at Trans-Plus's facilities using phone numbers indicated above.
- Deliveries of 30 pieces or more must be placed on pallets and each pallet stretch-wrapped with labels facing out so all boxes' labels are visible from one of the pallet's four sides.
- Trans-Plus Help Desk can be reached at: (514) 332-5020 ext. 236 or by e-mail: csrmtl@trans-plus.com.

Warning: Vendors shipping boxes exceeding 50 pounds or 22.68 kilograms will be held solely liable for the cost of freight.

3   Purchase Orders

3.1   Governing Documents

All purchase orders are governed by the Master Purchase Order Terms and Conditions signed by vendor company officers.

3.2   On-Time Supply

On-time supply is essential to the fulfillment of the purchase order agreement. Vendors are responsible to supply goods complete in accordance with the dates and terms indicated on the purchase order (**EOP #010**). Advertised goods not supplied in time, as per the PO are subject to being expedited by means that will allow goods to arrive to stores in time to support advertising **(EOP #010**). Goods / Purchase orders arriving late or / and incomplete are subject to financial penalties as per Giant Tiger's Expense Offset Policy / Master Purchase Order Terms and Conditions **(EOP #010).**

Vendors not able to supply ordered goods as indicated on PO must communicate this in writing to their GT Replenishment Analyst upon receipt of the PO using clear and **definitive** language that the goods cannot be supplied as per the PO's terms, specifying the issue(s). Verbal discussions hold no value. Giant Tiger will confirm acceptance of PO changes by re-issuing vendor a revised PO via e-mail.

Purchase orders supplying advertised goods are created with supply chain timeline dates to meet just-in-time requirements. These timelines cannot be changed after POs have been accepted by the vendor.

Vendors are responsible to honor supply dates. This responsibility also continues to apply with any issues related to being the importer of record, such as and not limited to: rail issues, goods detained by governments, weather etc. and subsequent expenses required for goods to arrive on-time as per PO. The application of a transit time buffer in consideration for some of the aforementioned issues is the vendor's responsibility, and is at their discretion.

- Giant Tiger purchase orders must be shipped complete on or after the "Ship Date" (indicated on the PO).
- Giant Tiger purchase orders must be shipped complete on or before the "Cancel Date" (indicated on the PO).
- Vendors must contact their GT Replenishment Analyst to communicate any possible changes to purchase order supply dates.

3.3   Updating Purchase Orders

Any changes to the agreed terms for pricing, descriptions, SKU numbers, vendor item numbers, freight, payment, etc. must be approved by a member of the supply chain team prior to goods arriving at GTW. Giant Tiger will confirm acceptance of PO changes by re-issuing the vendor a revised PO via e-mail.

The buying team is responsible for PO "Ship Date" and "Cancel Date" changes. The vendor must inform buying team as soon as possible and in writing of any shipment that cannot be delivered on-time or complete. Giant Tiger will confirm acceptance of PO changes by re-issuing the vendor a revised PO via e-mail.

4   Packaging Standards

It is the sole responsibility of the vendor to ensure merchandise is properly packaged to arrive at the final user's destination in good condition. It is GTW's policy to recover costs incurred due to vendor non-compliance with GTW terms, conditions, standards, and procedures. Failure to follow the guidelines below will result in the application of non-compliance charges, as per the Expense Offset Policy **(EOP)**. EOP charges are at the sole discretion of G. T. Wholesale Limited.

Giant Tiger is in the process of moving to an automated carton handling system; as such, any item which bears the below characteristics will have to be handled by human hands. Where the product characteristics and assortment quantities allow, cartons must be designed in such a manner that they are able to be handled by our automated carton handling system.

The characteristics which will disqualify a carton from our carton handling system are as follows (orientation is determined by how the carton sits on while shipped, built onto a pallet):
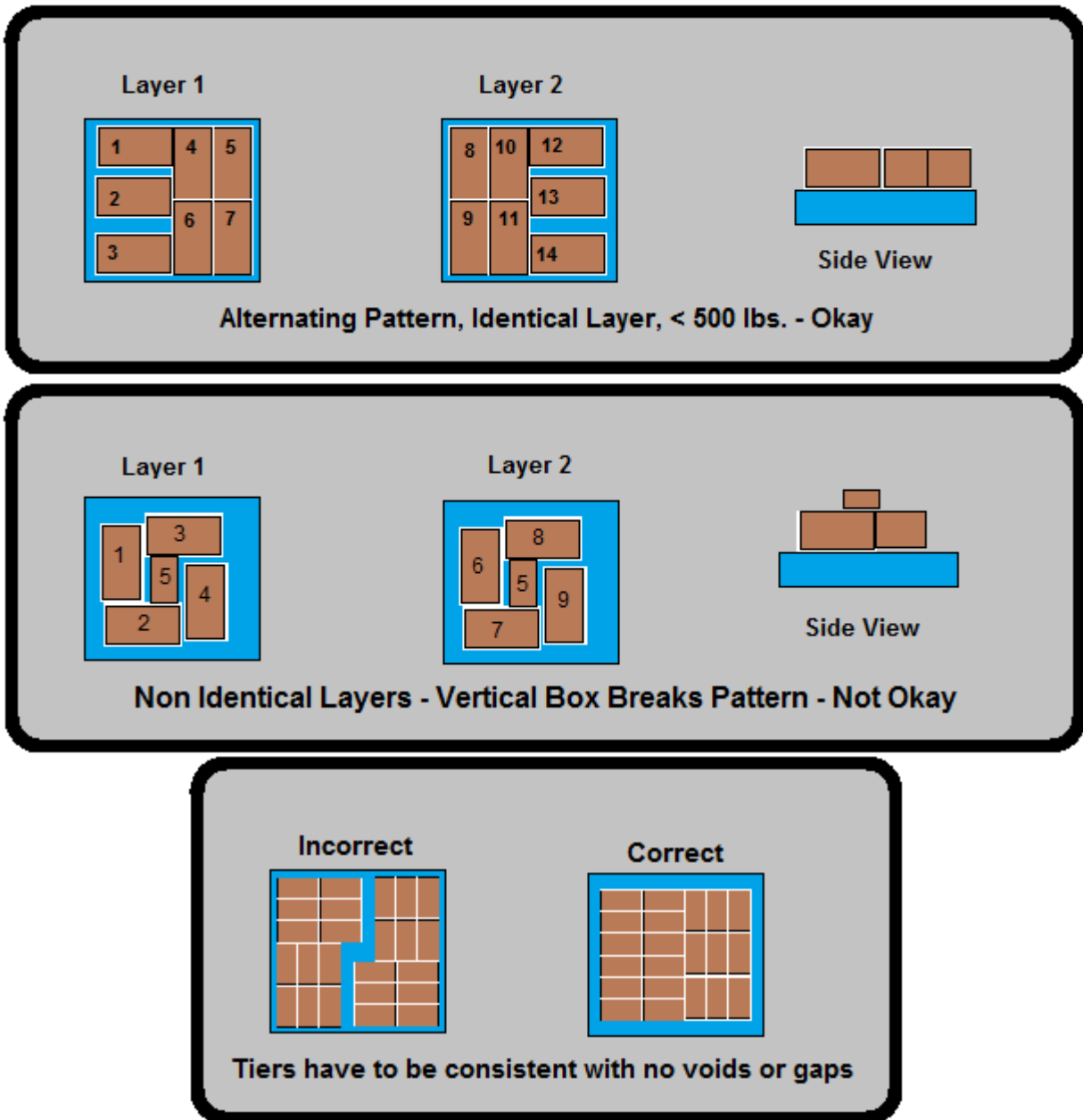- Any dimension equal to or more than 23" (58.42 cm)
- Height greater than 16" (40.64 cm)
- The combined length and width are less than 44.75" (121 cm)
- The ratio between the length and height (or width and height) is less than 150% (i.e. the height is not 1.5 times greater than the shortest of the length or width)
- Where the weight of a carton is equal to or greater than 50 lbs. (22.68 kg)
- The characteristics which will disqualify an inner pick from our inner pick handling system are as follows:
  - Any inner dimension measurement equal to or greater than: 19.9" (50.5 cm) in length, 13" (30.3 cm) in width and 10.1" (25.6 cm) in height, or
  - Inners larger than 0.5 cubic feet (0.014 cubic meters)

Figure 4-1 – Automated Carton Size Limitations
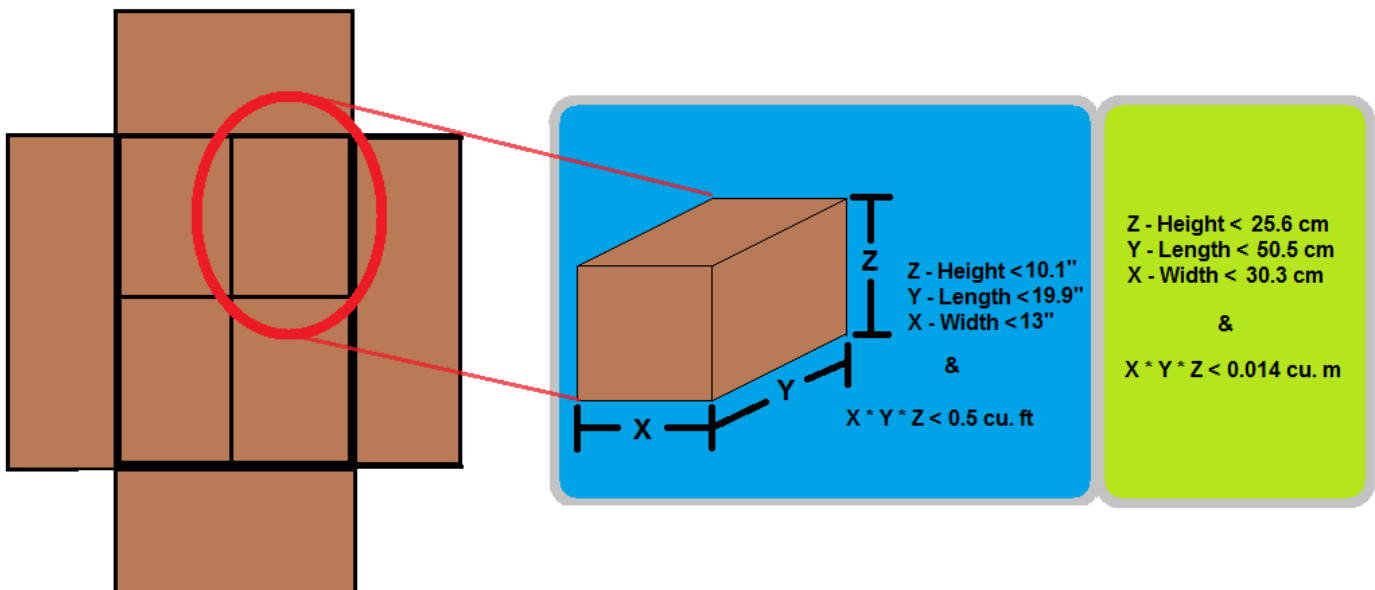
- The skid has a non-standard tie/high (i.e. not all the tiers are identical). All tiers must be built without any voids or gaps in their configuration – see **Figure 4-2**
- Where the combined weight of a single tier exceeds 500 lbs. (226.8 kg)

Figure 4-2 – Acceptable Tier Patterns

Layer 1 | Layer 2 | Side View

Alternating Pattern, Identical Layer, < 500 lbs. - Okay

Non Identical Layers - Vertical Box Breaks Pattern - Not Okay

Incorrect | Correct

Tiers have to be consistent with no voids or gaps

- The packaging for the product is a pail, bag or other non-conveyable type of packaging
  - The bottom of the carton is not flat
  - The sides of the boxes bulge out more than a ½ inch past the base of the carton

Figure 4-3 – Acceptable Packaging

All vendors should begin designing to this requirement now. This requirement will be enforced and EOPs applied at a date to be determined, after a period of operating in the new automated environment **(EOP #6000)**.

4.1 Packaging

4.1.1 Only sealed boxes (tape or glue, no box staples) can be shipped via the store direct process (Trans-Plus) – oddly packaged goods, goods packed in bags or unsealed boxes, crushed / un-stackable boxes are unacceptable and will be rejected. Cartons must be fully enclosed and be able to sit level on a flat surface (i.e. the case must not bulge by more than 1/2").

4.1.2 Half pallets can only be accepted when shipped to Trans-Plus

4.2 Pack Size and Assortment

4.2.1 Goods must be packaged in the correct case pack and master pack count as shown on PO **(EOP #080)**, and the size and color assortment is to be shown as part of the carton marking that match specification agreed to in writing with buyer.**(EOP #090).**

4.2.2 All prepacks (PPK) must contain the correct quantity / item breakdown as quoted to buying team.

4.2.3 Any changes to item's case pack count, size and/or color breakdown must be communicated to the buying team in writing upon receipt of PO. Giant Tiger will confirm acceptance of PO changes by re-issuing the vendor a revised PO via e-mail.

4.2.4

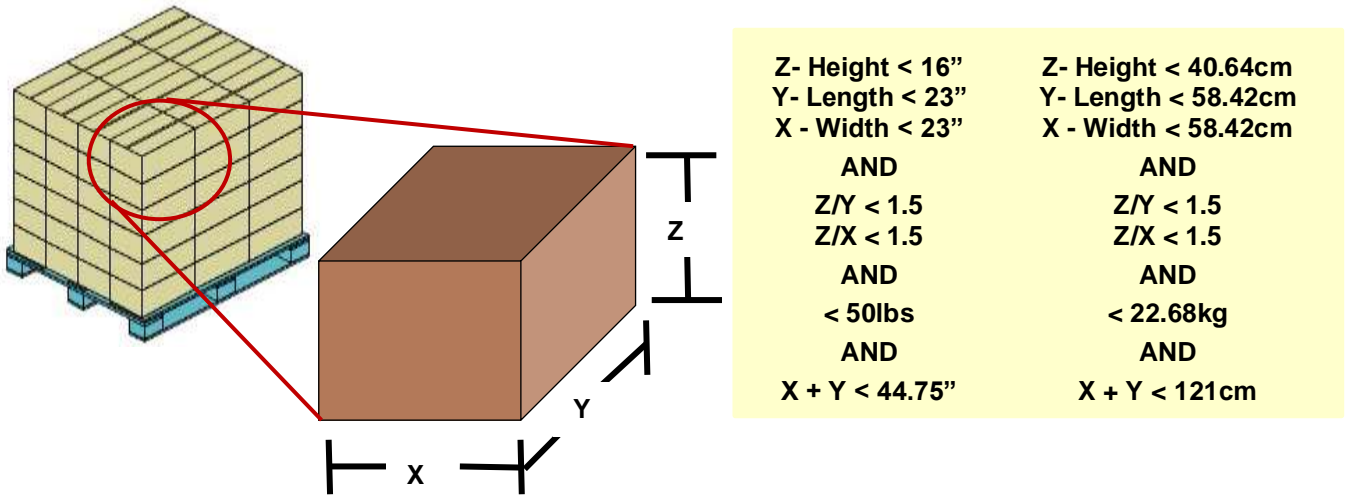## 4.3 Overweight, Oversized and Fragile Boxes

4.3.1 Boxes cannot exceed 50 lbs. / 22.68 kg or five cubic feet (5ft^3) / 0.142 CBM.

4.3.2 Vendors shipping boxes exceeding 50 lbs. / 22.68 kg will be held solely liable for the cost of freight.

4.3.3 All approved overweight cases are to have the symbol and wording shown below in **Figure 4-5 - Heavy Case Warning** printed or labeled, with the minimum measurements of 4" x 6", / 10 cm x 15 cm, on the outside of cases on two (2) faces, other than tops or bottoms. All cases that are over 60 lbs. / 27.22 kg require a Team Lift sticker as shown in **Figure 4-6**. **(EOP #020)**

4.3.4 Boxes cannot have any dimension greater than 48".

Figure 4-4 – Carton Size Limitations

Z- Height < 16"	Z- Height < 40.64cm
Y- Length < 23"	Y- Length < 58.42cm
X - Width < 23"	X - Width < 58.42cm
AND	AND
Z/Y < 1.5	Z/Y < 1.5
Z/X < 1.5	Z/X < 1.5
AND	AND
< 50lbs	< 22.68kg
AND	AND
X + Y < 44.75"	X + Y < 121cm

Items with any dimension over 48" must be shipped through G. T. Wholesale Limited, and cannot be shipped "Direct-to-Store". As such, this manual does not cover processes to ship to G.T. Wholesale Limited. Please refer to the G. T. Wholesale Limited Vendor Standards Manual. In order to allow this, a new PO with G. T. Wholesale Limited listed as the ship-to address must be created.

4.3.5 Figure 4-5 – Team Lift Label – Cases over 50 lbs. / 22.7 kg are to have these labels and display the weight of the over-weight box directly adjacent to the Team Lift label or on the label in a font at least ½" in height, roundup to the whole number.

4.3.6 If an item is made of glass or any other materials that are easy to break, carton boxes are to have the logo below, **Figure 4-7**, printed or labeled on the outside of the box on two faces, one front and one side, minimum dimensions of 4" x 4" , 10 cm x 10 cm.

Figure 4-6 - **Fragile Case Warning**

4.3.7 Cardboard material used to form master carton boxes must conform to the standards shown below. The grade of cardboard used for the box must meet the minimum requirement of either the combined weight of the goods within the box + the weight of the box, or, the dimensions of the box. Perforated cardboard packaging is not acceptable if boxes are found to collapse, crush or fall-apart. Please see **Table 4.1 - Corrugated Box Standards** below, example "A" and "B".

Table 4-1 - Corrugated Box Standards

Determinants (Greater of the two)		Cardboard Standard to be applied		
Maximum Weight of Box, and Contents: lbs. (kg)	Maximum Outside Dimensions, Length, Width and Depth Added: L+W+D inches (cm)	Minimum Bursting Test: psi (MPa)	Minimum Combined Weight of Facings Including Center Facing(s) of Double-Wall: lbs. per 1,000 sq. ft. (g/m²)	Minimum ECT: lbs./in. width (kg/cm width)
Single-wall Corrugated Fiberboard Boxes				
20 (9)	40 (102)	125 (0.862)	52 (254)	23 (26.3)
35 (16)	50 (127)	150 (1.034)	66 (322)	26 (29.7)
50 (22)	60 (152)	175 (1.206)	75 (366)	29 (33.1)
65 (29)	75 (190)	200 (1.379)	84 (410)	32 (36.5)
80 (36)	85 (216)	250 (1.723)	111 (542)	40 (45.7)
95 (43)	95 (241)	275 (1.896)	138 (674)	44 (50.3)
120 (54)	105 (267)	350 (2.412)	180 (879)	55 (62.8)
Double-Wall Corrugated Fiberboard Boxes				
80 (36)	85 (216)	200 (1.379)	92 (449)	42 (48)
100 (45)	95 (241)	275 (1.896)	110 (537)	48 (54.9)
120 (54)	105 (267)	350 (2.412)	126 (615)	51 (58.2)
140 (63)	110 (279)	400 (2.756)	180 (878)	61 (69.6)
160 (72)	115 (292)	500 (3.445)	222 (1084)	71 (81.1)
180 (81)	120 (305)	600 (4.135)	270 (1318)	82 (93.6)

Source: https://statweb.stanford.edu/~owen/courses/305-1314/bpstrengthvscrush.pdf

How to apply cardboard standards:

Example:

Weight: Combined weight of the contents of box + the weight of the box = 20 lbs. or 9 kg

Dimensions: Box measures: 13" (33cm.) in height, 14" (35.56cm.) in width, 14" (35.56cm.) in length.

Total = 41" (104.14cm)

Cardboard standard to be applied: (Highlighted in Yellow)

Minimum of 150 psi (1.034 MPa.) bursting test or, 26 lbs. /in. width (29.7 kg/cm width.)

4.4   Conditions of a Case

4.4.1   All goods must be packaged to withstand the rigors of shipping and repeated handling. Cartons must be fully packed, with no void spaces or over-loading (bulging), capable of being stacked onto each other and other item's cartons and onto pallets in a safe and consistent manner. Cartons must be in good condition, sealed with tape or glue and be able to sit level on a flat surface (i.e. the bottom of the case must be flat). **(EOP #1700)**

4.4.2   For shipping purposes and pallet integrity, cases must not have a bulge on any face of more than 1.27cm (½ inch) from top of case to bottom. Please see **Figure 4-8 - Maximum Bulge Standard** below. Need EOP for this offence.

Figure 4-7 - Maximum Bulge Standard

✔ GOOD	✗ BAD
PACKAGING & BULGING	
MINIMAL BULGE LESS THAN 1.27CM	
1.27CM MAX 1.27CM MAX	BOTH THESE EXAMPLES SURPASS THE 1.27CM MAXIMUM BULGE

4.5   Carton Markings

Every outer case (Carton) is to have the following information (Carton Markings) clearly indicated on the case's exterior **(EOP #2100).** Some information is to be in the text box and other information is to be below the text box, as specified below (*section 4.5.1*). Pre-packaged goods (items not specifically packaged for Giant Tiger) are to be easily identifiable containing the vendor's item number or Giant Tiger SKU number on the outer carton (*section 4.5.2*).

4.5.1 Goods packaged for Giant Tiger	4.5.2 Pre-packaged goods
In text box (as per *Figure 4-9*): • "G.T. Wholesale Limited" • Giant Tiger SKU number, as it appears on PO. • Giant Tiger SKU Description, as it appears on PO. • Assortment size / color in case (if applicable) • Carton pack (in units) • Inner pack (in units) (if applicable) **Below text box (as per *Figure 4-9*)** • Carton XXXX of XXXX (optional) • G.T. PO number. (optional) • Gross weight: XX.XX KG • Master case cube: XX.XX CBM • Made in: XXXXXXXXXXXXXXXX for Canada	**Every item's outer packaging must allow it to be quickly identifiable;** either labeled with the item's description and vendor's item number as shown on the PO or the item is packaged in a manner that the item's identity can be determined obviously and immediately, which includes the following information: **(EOP #2150)** • Vendor item number **or** GT SKU number • Merchandise description • Assortment size / color in case • Carton pack (in units) • Inner pack (in units) (if applicable) • Gross weight: XX.XX KG or lbs.

No bar-coding is required on the outer case at this time.

Figure 4-8 - Giant Tiger Master Carton Marking

4.6 Carton Markings (Inner Carton)

There are TWO TYPES of INNER PACK - specified below are two ideal types of inner carton packaging preferred by GTW. If neither are ideal for your product, or result in an excessive CBM (1.0 cubic foot or 0.028 CBM) or significant cost increase, then you should contact GtDistribution@gianttiger.com. All cartons to be handled by human hands should have identifiable markings on that carton.
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4.6.1 Type A - INNER PACK Carton Marking (Cardboard)

INNER PACK shipping marks are required on front and side (2 faces). Please see Figure 4-10

Figure 4-9 - Proper Inner Carton Marking

4.6.2 Type B – INNER PACK Bag Marking (Polybag)

When Polybags are used for inner packing, inner pack labels are required on TWO sides of the largest surface (2 faces). Please see **Figure 4-11 - Proper Inner Polybag Marking** below. The Inner Polybag Marking should not cover the Suffocation Label (see section 4.7.4)

Figure 4-10 - Proper Inner Polybag Marking

4.7 Polybag / Cardboard Standards

4.7.1   Polybags used to protect and contain inner picks must be of a minimum of 0.025 millimeter thickness and be made of Polyethylene (Polypropylene and Cellophane are NOT acceptable).

4.7.2   Polybags must be securely sealed. Either heat-sealed or sealed with 2" wide tape along the entire opening, in order to keep the merchandise in the bag at all times.

4.7.3   Polybags are to have one vent hole, allowing air to escape so the goods can be packaged tightly and consume less space. Too many vent holes may allow goods to get soiled.

4.7.4   All retail units concealed in polybags larger than seven inches in width, are to have **bilingual** suffocation warning labels placed on the bottom-right corner of the polybag. Please see **Figure 4-12 - Suffocation Label** below.

Figure 4-11 - Suffocation Label

PLASTIC BAGS CAN BE DANGEROUS.
TO AVOID DANGER OF SUFFOCATION KEEP
THIS BAG AWAY FROM BABIES AND CHILDREN.

LES SACS EN PLASTIQUE PEUVENT ÊTRE DANGEREUX.
POUR ÉVITER TOUT DANGER DE SUFFOCATION, GARDER CE
SAC HORS DE LA PORTÉE DES BÉBÉS ET DES ENFANTS

04
PE
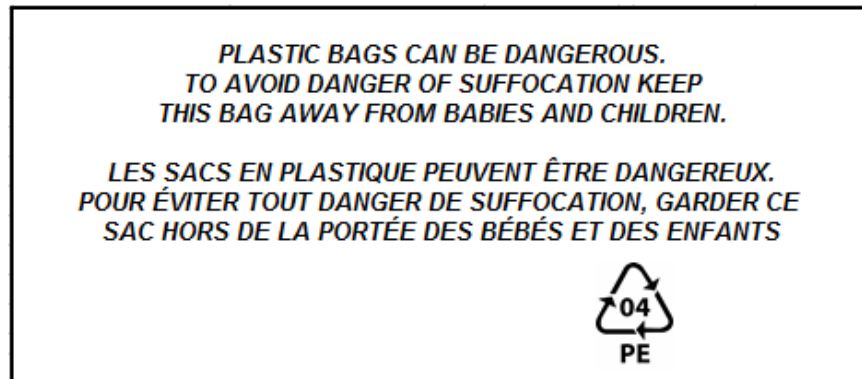
4.7.5   Boxes must be sealed on top and bottom with tape or glue - no box staples, straps or strings **(EOP #1700)**.

4.7.6   All garments that are 2-piece sets must be polybagged as a set to represent 1 sellable unit. See **Figure 4-13 - Garments properly sealed as one sellable unit** below.

Figure 4-12 - Garments properly sealed as one sellable unit

4.7.7　All garments with stones, rhinestones, or beading must be individually polybagged to prevent damages during transit.

4.7.8　Garments with a necklace are to be individually polybagged with a tissue wrapped around the necklace. The necklace should be swiftacked to the main label at the center back neck.

4.7.9　Cardboard material used to form master carton boxes must conform to the standards shown below. The grade of cardboard used for the box must meet the minimum requirement of either the combined weight of the goods within the box + the weight of the box, or, the dimensions of the box- please reference **Table 4.1 - Corrugated Box Standards** (above, page 17) for example "A" and "B".

4.7.10　The minimum cardboard grade used for inner packs or outer / master carton boxes is 20 lbs. (9 KG) and a minimum ECT of 23 lbs. /in. width (26.3 kg/cm width)

4.8   Half (½) Pallets

Half pallets are intended for display purposes in Giant Tiger stores. Heavy items such as cans or glass may topple over if not properly packaged and secured. Please contact GTdistribution@gianttiger.com providing photos of the shipping method (pallet height, packaging, etc...) to receive approval on half pallet shipments

When shipping products in half (½) pallet configuration, the product must be shipped as per the following guidelines shown in *Figure 4-14*, *Figure 4-15*, *Figure 4-16*, *Figure 4-17* and *Figure 4-18*. **(EOP #4200)**

Figure 4-13 - Properly Packaged Half (½) Pallets

Figure 4-14 - Transportation of Half (½) Pallets

Figure 4-16 – Handle with Forklift sign

4.8.1   Tight straps holding product in place from front to back.

4.8.2   Rigid cardboard corners.

4.8.3   Level separators to hold pallet together with top and bottom caps. Any excess material from the level separators should be folded down and shrink-wrapped to the skid to ensure there is no overhang.

4.8.4   Cardboard sides to keep product intact and inside pallet.

4.8.5   Tightly shrink-wrapped.

4.8.6   Half pallets must be in one of two configurations:

- 48" wide by 20" deep, or
- 40" wide by 24" deep.

4.8.7   Half pallets must be stacked onto standard-sized 40" X 48" deep pallets.

4.8.8   Half pallets must not overhang from the standard pallet:

- Pallets measuring 48" X 20" must be placed side-by-side on the standard pallet,
- Pallets measuring 40" X 24" must be placed front-to-back on the standard pallet.

4.8.9   Each half pallet must be securely and separately shrink-wrapped, and then securely shrink-wrapped with the other half pallet on the standard pallet.

4.8.10   Half pallets cannot be built such that they are too tall or top-heavy. This creates a situation where the half (½) pallet could fall over with small to moderate starts and stops encountered with the use of material handling equipment. The maximum height for half pallets is 56 inches. The maximum weight for half pallets is 1000 lbs.

4.8.11   Half (½) pallets should not be built to have void spaces that could cause product to fall out of their intended position, compromising the integrity of the ½ pallet.

4.8.12   All merchandise that is palletized as store-ready in full or half pallets must bear a "handle with forklift" sign measuring 8.5" x 8.5" on all 4 sides of each ½ or full pallet. (see figure 4-16)

The images below show acceptable and unacceptable forms of half pallets.

Figure 4-15 – Proper Half Pallet (Type 1)
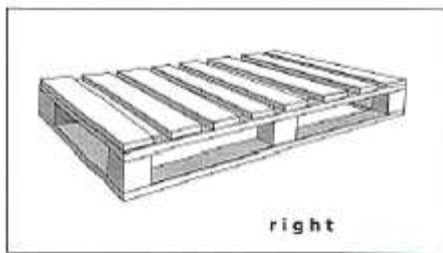
Figure 4-16 – Improper Half Pallet (Type 2)
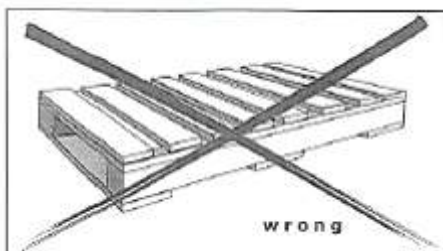
Figure 4-19 – Improperly Piled Half Pallet

4.8.13 Proper Half Pallet Type

Figure 4-17 shows the correct type of half pallet required. Holes on both the ends and sides of the pallet enable the shipper to load it onto the trailer sideways, which saves shipping space. Further, it allows both forks of material handling equipment to lift the pallet, resulting in a much steadier load.

4.8.14 Improper Pallet Type

Figure 4-18 shows an improper type of half pallet not accepted. This pallet has openings for material handling equipment only on the end. This means the shipper must load it lengthwise in the trailer, which wastes shipping space. Further, only one fork of material handling equipment can fit into the end of the pallet. This causes the pallet to be unstable when moved - this can result in the pallet tipping over and, ultimately, damages being incurred.

4.8.15 Improperly Piled Half Pallets

Figure 4-19 shows a half pallet configuration that is unacceptable for several reasons:

1. This does not allow for safe moving of the pallet throughout the warehouse.
2. There are no straps holding product in place from front to back.
3. There are no cardboard corners.
4. There are also no level separators.

This configuration has led to the pallet tipping over and the product sustaining damage.

Merchandise may not be immediately stopped at the point of receiving - however, should merchandise become damaged due to packaging or palletizing which does not meet the standards outlined above, vendors will bear all costs associated to damaged goods and labour involved with merchandise arriving at store level.

4.9   Half (½) Pallet Design Specifications

Figure 4-20 - 40" face 1/2 pallets with 40" faces must measure 40" x 24"
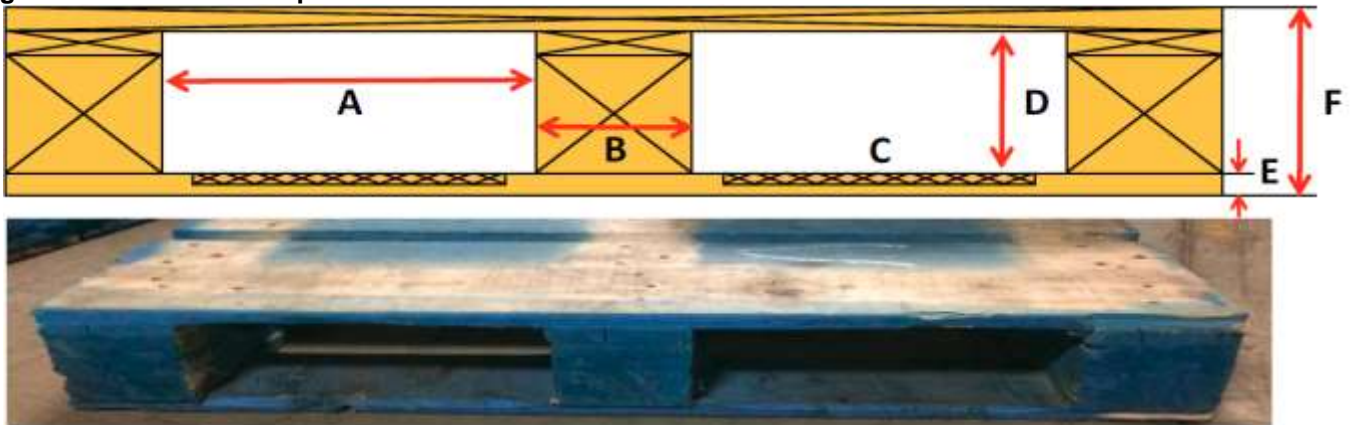
Figure 4-21 - 48" face 1/2 pallets with 48" faces must measure 48" x 20"
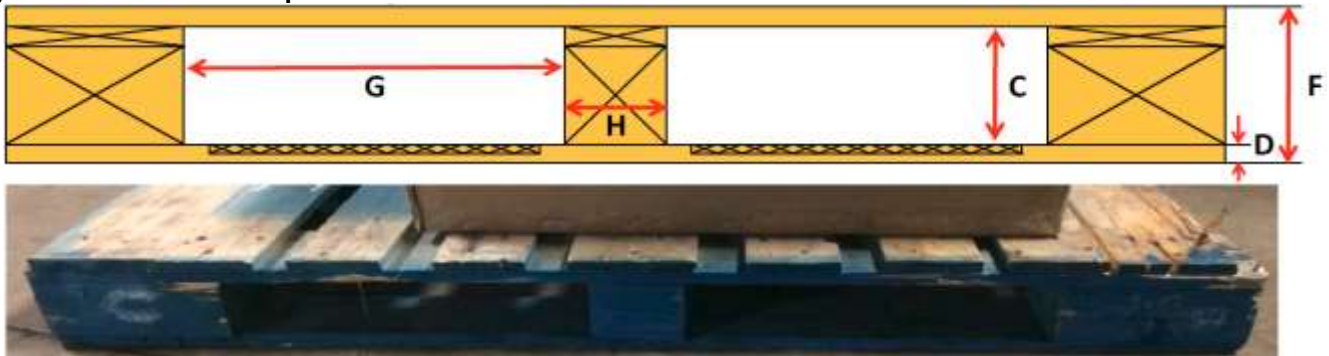
Figure 4-17 - Bevelled edge Bottom board bevel required for boards greater than ½"
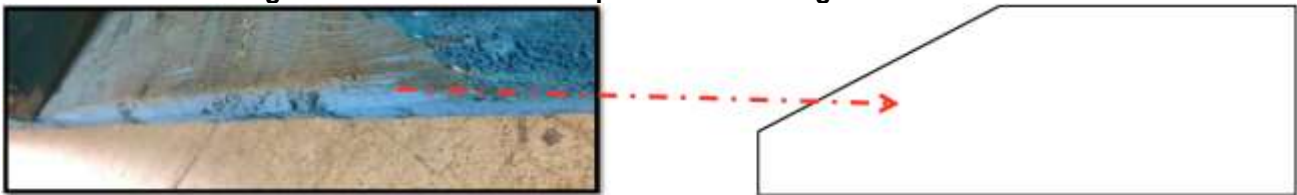
Element	Description and Tolerances
A	Fork width access for 40" (1,016mm) face - minimum = 1" (280mm)
B	Fork middle space access for 40" (1,016mm) face - maximum - 6" (152mm)
C	Bottom board bevel required for boards greater than 1/2" (12.7mm) - minimum of 50% of height to be bevelled for 80% of fork width access
D	Fork height access minimum = 4"
E	Bottom and top board to be a minimum of 1/2" (12.7mm) and a maximum of 7/8" (22mm)
F	Maxium pallet height to be 6.5" (165mm)
G	Fork width access for 48" (2,219mm) face - minimum = 13" (330mm)
H	Fork middle space access for 48" (2,219mm) face - maximum 0 6" (152mm), minimum 3" (76mm)
Note: the side face for 1/2 pallets is not shown because we cannt handle pallets in this orientation, the design of the side face is not relevant.	

4.10 Corrugated Boxes

4.10.1 Corrugated containers must be rigid with flaps intact. There must be NO visible signs of punctures, tearing, crushing, or water damage to the shipping container. Please see **Table 4.1 - Corrugated Box Standards**.

4.11 Taping

4.11.1 It is recommended to use a minimum of 3" wide pressure-sensitive poly-tape.

4.11.2 Ensure the middle and edge seams of the corrugated box are sealed and the box is fully enclosed, employing the proper taping procedure. Tape must only be applied to a clean, dry surface. Apply a minimum of 3 strips of tape to both the top and bottom flap:

4.11.3 Boxes used to ship orders must be in closed and sealed boxes, in a manner where items / parts will not fall out of the box. They must be either rectangular or square in shape, and capable of having other boxes securely piled over them without incurring damage.

4.12 Labels/Ticketing

4.12.1 Labels must be adhered to every corrugated shipping container on the largest outward facing surface when placed on a pallet. Apply the label evenly to ensure all four corners are secured. Correctly applied labels will eliminate the potential for unmarked freight, ensure the Track and Trace ability from Trans-Plus is usable, and ensure the delivery of complete shipments. The label must be fully visible. If the surface area of the box doesn't allow for the full label to be read without shifting the product please contact Trans-Plus. Vendor is solely responsible for expenses incurred from not following this instruction.

4.12.2 Vendors must ensure destination addresses, postal codes and weights are correct, and that shipping labels are adhered to the outside face of the case when placed on a pallet to allow labels to be scanned upon receipt. The label must be fully visible.

4.12.3 Ensure that correct weight of freight is indicated on shipping label.

4.12.4 Ensure that printing on the label is clear and legible, and that the barcode is able to be scanned (no tears, smudging or bleeding ink).

4.12.5 Labels must not be placed across box flap seams.

4.13 UPC Codes

All items must have valid and correct UPC Codes (EOP #030).

Vendor must communicate UPC changes promptly to buying team **(EOP #030).** All sell units must have the appropriate UPC on the exterior of the case such that it does not interfere with the artwork. If the UPC cannot be printed on the sell unit, it may be adhered or attached in such a way that it does not damage the unit. If the merchandise is apparel, the UPC must be attached / applied as per **Figure 4.23**. Examples of errors are:

- Vendor substitutes merchandise on a P.O. without authorization from the Buying Associate
- Merchandise received is marked with a UPC assigned to a different SKU
- Merchandise does not have a bar code
- Bar code does not scan (illegible or cannot be scanned), and/or
- Bar code and spaces represent a different UPC than the human-readable designation (numbers below the code).

4.13.1 GTW has moved to standardize the placement of tickets on any garments sold in our stores. Please see the figure below for details on how to place tickets on garments only (please note: for GTW's purpose a 'ticket' is any attachment or display on garments for the purposes of advertising, displaying UPCs and/or any other general information) **(EOP #600).**

Figure 4-23 - Example of how to hang apparel tickets
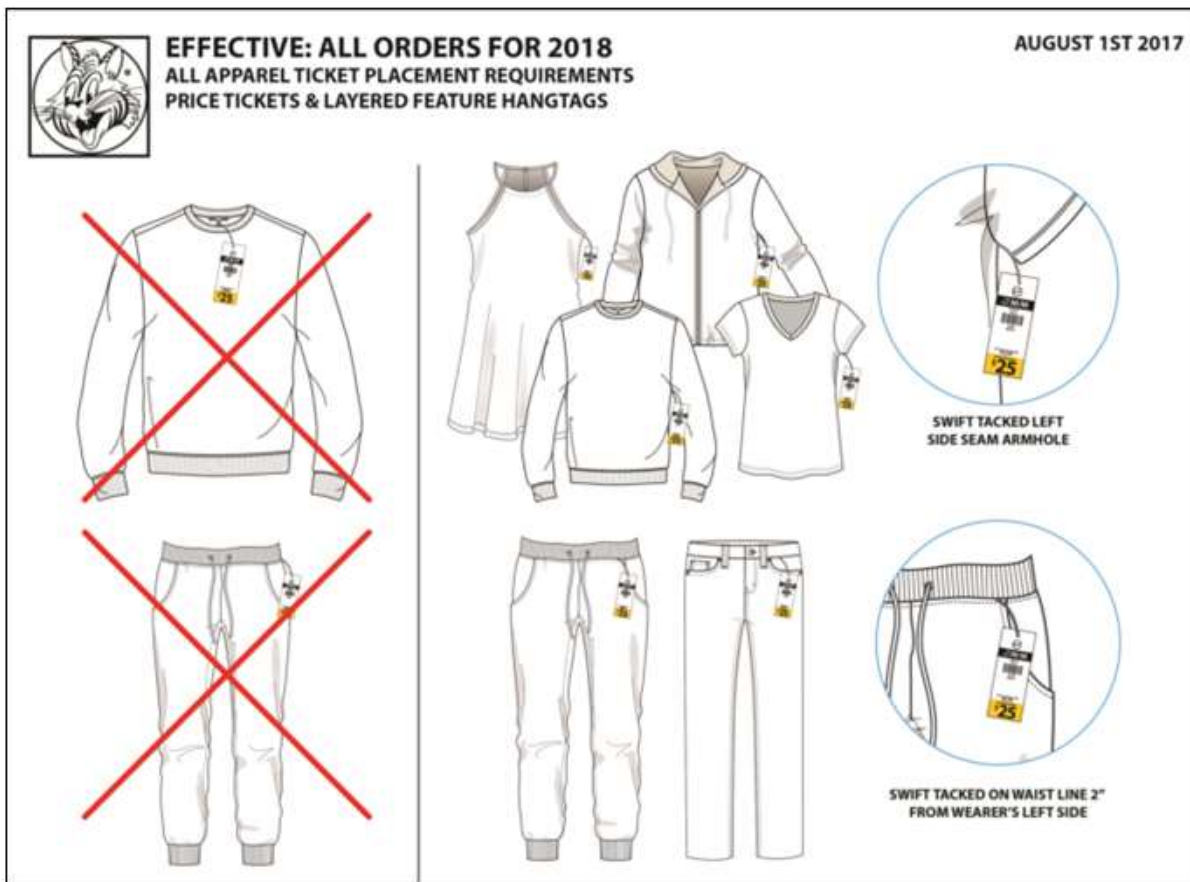
FYI to Vendors: as a supplier, the first step towards accurate, standardized data is a valid license for your Company Prefix used to build your UPCs or bar codes. We encourage vendors to renew their Company Prefix; contact the Electronic Commerce Council of Canada at 1-800-567-7084 or info@gs1ca.org

4.14 TSSA Stuffed Article Label Requirements

Upholstered and Stuffed Article Label Requirements

Any product with filled padding must have the appropriate regulatory labeling attached to the product. All such stuffed articles (such as but not limited to apparel, bedding, furniture, toys) purchased by Giant Tiger Stores Ltd and must be in compliance with the Canadian Technical Standards and Safety Act of 2000 Reg. 218/01.

It is the Vendor's responsibility to ensure regulatory compliance. For more information, the full requirements can be viewed at**:**

Canada – Textile Labelling and advertising regulations.
   Website: http://www.competitionbureau.gc.ca
Quebec – Economie et Innovation Quebec.
   Website: https://www.economie.gouv.qc.ca/en/outside-quebec/home/rembourrage/
Ontario – Technical Standards and Safety Authority.
   Website: https://www.tssa.org/en/upholstered-stuffed-articles/upholstered-and-stuffed-articles.aspx
Manitoba – Government of Manitoba – Consumer Protection Office
   Website: https://www.gov.mb.ca/justice/cp/cpo/bousa.html.

Labels must be affixed in a location where they may be easily seen by the consumer and sewn to one of the seams of the article. Regulations strictly prohibit the label being secured by a swift tack or any other method that may cause the label to detach and fall off in transit or handling at store level. English and French must be of same font and size.

Our Buying/Sourcing team will provide the format to use as part of the Tech Pack details as part of packaging. A sample of the TSSA label and all packaging must be submitted for approval by the buying/sourcing department before mass production occurs.

TSSA Vendor Set up and Label Requirements:

▪ Vendors selling stuffed articles must first apply for a TSSA Registration Number at:
   https://www.tssa.org/en/upholstered-stuffed-articles/upholstered-and-stuffed-articles.aspx Vendor TSSA #'s are required to be printed on all TSSA product labeling.

4.15 Silica Gel Pack (Desiccant) Requirements - Garments Only

4.15.1 Giant Tiger requires all cartons containing garments have the required amount of silica gel (desiccant) packaged within each carton to ensure no humidity or moisture degradation occurs while goods are in transit or in storage. **(EOP #5100)**

4.15.2 Silica Gel (desiccant) packages must contain product warnings in both English and French. **(EOP #5100)**

4.15.3 Please reference **Table 4.2 - Silica Gel (desiccant) Chart** below to ensure the correct silica gel (desiccant) package is inserted into each carton.

Table 4-2 - Silica Gel (desiccant) Chart

Container Size				Size of Silica Gel Pack Required (Grams)
Imperial		**Metric**		
Cubic Feet	Cubic Inches	Cubic Centimeters	Cubic Meters	
0.14	237	3883.72	0.004	1/6
0.28	476	7800.21	0.008	1/3
0.42	714	11700.32	0.012	1/2
0.83	1428	23400.64	0.023	1
1.67	2856	46801.28	0.047	2
2.5	4284	70201.93	0.070	3
3.33	5712	93602.57	0.094	4
4.16	7140	117003.21	0.117	5
5	8568	140403.85	0.140	6
5.83	9996	163804.49	0.164	7
6.66	11424	187205.14	0.187	8

Source: https://www.sorbentsystems.com/desiccantcalc2.html

Figure 4-24 - **Silica Gel (Desiccant) Package (English/French warnings)**

5   Shipping Standards

5.1   Packing Slips and Manifests

5.1.1   All shipments to Trans-Plus must be accompanied by a Master Manifest.

5.1.2   The Master Manifest case quantity must match the number of boxes physically shipped per PO.

A Packing Slip is required for each individual store per PO being supplied. The packing slip must be adhered to the first, "1 of X" case for each GT store destination (known as the "lead box"). If multiple purchase orders are combined in a case, each purchase order within the case must be indicated on either one master slip or individual packing slips per PO.

The packing slip must indicate:

5.1.1   Packing slips are to reference a unique number representing the shipment, such as a vendor invoice number. If an invoice number is not clearly indicated, stores will refer to another number represented on the packing slip, such as: "Packing Slip" number, "Picking Slip" number, "Shipment number" or, if none of these three options are available, stores will use a system generated invoice number.

5.1.2   Ideally packing slips will quote Giant Tiger's specific SKU numbers. Alternatively, packing slips can indicate vendor item numbers as they appear on the Giant Tiger PO.

5.1.3   The quantity of retail units shipped per item / SKU.

5.1.4   Description of each item or SKU

5.1.5   Case pack of each item or SKU

5.2   Invoicing

5.2.1   Taxes to be Applied, Collected, or Invoiced

- Giant Tiger's Master Purchase Order Terms and Conditions (MPOTC) deem that deliveries take place once the goods are received at the store. Taxes are to be applied based on each destination store's location.

5.2.2   **Invoices**

- Giant Tiger does not need to receive invoices at any time for the goods; payments are made automatically by wire transfer or cheque (based on costs and terms established in Giant Tiger's computer system when PO's / SKUs are initially set-up or previously adjusted, barring any adjustments).
- Invoices are not to be sent to GT Head Office, GT Wholesale or Transplus
- Payment Terms commence on the date of store receipt
- Vendors have 45 days from the date the funds have been deposited into your accounts to dispute.

Inquiries and disputes must be communicated to GT Head Office via vendorinquiries@gianttiger.com. A copy of the invoice and proof of deliver must be sent when emailing.

5.3   Carton Markings

Carton barcodes are not required on boxes being shipped by "direct-to-store" processes. The Trans-Plus label created on the Trans-Plus Easy Ship System serves as the carton marking and must be attached to each case.   Pre-Ticketing / Care Content Label Guidelines - Apparel only

Purchase order deliverables include that all supplied garments follow the pre-ticketing guidelines provided by the buying team when the purchase order is issued to the vendor **(EOP #600).** All garment tickets should be placed as per **Figure 4-23** **Example of how to hang apparel tickets**

To obtain a copy of the required pre-ticketing document for each SKU, please contact the buying team to have the document sent via email.

6 Hanger Guidelines – (Applicable to apparel only)

6.1 PO Notes

- "PO notes" section of purchase order will specify when item is required to be placed on hangers **(EOP #060).**

6.2 Hanger Contact Information

- *List 7-2*: **Hanger Supplier Contact Information** shows supplier contact information. Please contact *fixturesandsupplies@gianttiger.com* if you require hanger samples, or you are having difficulties obtaining hangers.

It is important merchandise be shipped on the proper type of hanger as per *Figure 6-2a*: **Hanger Application** below, and never on wire hangers or hangers of an inappropriate size, style, material or color.

Figure 6-2a Hanger Application

Hanger Application (style #'s are Polinex's)					
Hanger Type	**Style#**	**Photo**	**Material**	**Weight**	**Hanger use**
Intimate (GT #688250)	2403		Polystyrene Colour: BLACK	14.06 g.	Dept. 5 Ladies Basics: bras, panties
16" Adult Top (GT #688248)	340		Polystyrene Colour: BLACK	26.32 g.	- All Dept. 5 Ladies (excluding Ladies Plus, sub-dept. 504 and Dept. 5 Ladies Sweaters & Fleece) - Swim
17" Outerwear (GT #688246)	300		Polystyrene Colour: BLACK	56.93 g.	- Dept. 4 & 5 Men's and Ladies Coats, Jackets and Vests - Men's sub-dept. 410
17" Sweater (GT #688245)	3007		Polystyrene Colour: BLACK	47.76 g.	-Dept. 4 & 5 Men's & Ladies Sweaters & Fleece

18" Adult Top (GT #688247)	487		Polystyrene Colour: BLACK	28.52 g.	All Dept. 4 Men's Tops (excludes Sweaters & Fleece) Dept. 5, Ladies Plus (sub. dept. 504)
12" Kids Top (GT #688249)	226		Polystyrene Colour: BLACK	13.65 g.	Dept. 1 Boys/Girls (excluding Infant) • Dept. 5 Ladies Swim Tops & 1 pc Swim
Connector Clip or Piggy-back (GT #252055)	Cc 300-20		Clear PVC	n/a	All depts., to connect 2 piece sets Swim – to connect 2 pieces
10" Pant (GT #688253)	1001		Poly propylene Colour: BLACK	22.28 g.	All Dept. 1 Boys/Girls bottoms Dept. 4 & 5 Men's & Ladies Boxers Dept. 5 Ladies Swim Bottoms
12" Pant "Pinch" (GT#688284)	6112		Poly propylene Colour: BLACK	25.84 g	Dept. 4 & 5 Men's & Ladies Bottoms

Two Piece Infant hanger (no GT#)	157 507T		Polystyrene Colour: BLACK	(157) 12.50g (507T) 16.58 g	Dept. 1, Infant 2 or 3 piece sets
Infant Frame Hanger (no GT#)	2703		Poly propylene Colour: BLACK	23.70 g	D1, Infant coordinates
Baby Hanger (no GT#)	TXP02		Polystyrene Colour: BLACK	15 g.	Dept. 1, baby onesie, top
Baby Hanger (no GT#)	TXK02		Polystyrene Colour: BLACK	23 g.	Dept. 1, baby pant, legging
Lady's 2 tiers panty	10"		Polystyrene Colour: BLACK		
Lady's 3 tiers panty	10"		Polystyrene Colour: BLACK		

List 6-2b: Hanger Supplier Contact Information

era HANGER

innovative & eco-friendly
HANGER SOLUTIONS

Corporate Headquarters & Factory
2850 Botham
Saint-Laurent, Quebec H4S 1J1
Canada
Contact: Fernando Bouchard
Email: fernandob@erahanger.com
Web: www.erahanger.com

AMERICAS

USA – East Coast DC

Era Hanger Inc
World Warehouse and
Distribution
2002 Ridge Road
Champlain, NY 12919
Tel: 1-877-372-9273
Email: sales@erahanger.com

Era Hanger Inc
155 Kriner Road
Chambersburg, PA 17202
Tel: 1-877-372-9273
Email: sales@erahanger.com

Era Hanger Inc
1512C Roper Mtn Road
Greenville, SC 29615
Tel: 1-877-372-9273
Email: sales@erahanger.com

Era Hanger Inc
2828 Trade Center Dr.
Carrollton, TX 75007
Tel: 1-877-372-9273
Email: sales@erahanger.com

USA – West Coast DC

Era Hanger Inc
2034 E. 27th Street
Vernon, CA 90058
Tel: 1-877-372-9273
Email:sales@erahanger.com

Mexico Factory

Era Hanger Inc
C/O Ketermex
Cafetal #115 Col. , Granjas
Delegation Iztacalco
08400, Mexico
Tel: 1-877-372-9273
Email: sales@erahanger.com

Honduras DC
Era Hanger Inc
Tel: 1-877-372-9273
Email: sales@erahanger.com

Guatemala DC
Era Hanger Inc
Tel: 1-877-372-9273
Email: sales@erahanger.com

Haiti DC
Era Hanger Inc
Tel: 1-877-372-9273
Email: sales@erahanger.com

Dominican Republic DC
Era Hanger Inc
Tel: 1-877-372-9273
Email: sales@erahanger.com

El Salvador Factory
Era Hanger Inc
Tel: 1-877-372-9273
Email: sales@erahanger.com

EUROPE – AFRICA - MIDDLE EAST

Turkey Factory
Era Hanger Inc
c/o Tam Plastik ve Kalip
Sanayi Limited
Sirketi, Fabrikalar Mevki,
deniz Aktas Caddesi
Bektas Sokak, No.32
Gurpinar, 34906
Buyukcekmece
Contact: Gokhan Tezsezer
E-mail: sales@erahanger.com

ASIA

Hong Kong DC
Era Hanger Inc.
Tel: 852-9236-9196
Contact: Johnny Ho
Email: jho@erahanger.com
Email:
hongkong@erahanger.com

Bangladesh Factory
Era Hanger Inc
c/o KDS Accessories 191-
192 Baizid Bostami Road |
Nasirabad I/A Chittagong -
4210 | Bangladesh T : 880-
31-681701-3 | 685207-9 | Ext
: 248 F : 880-31-682137 C :
880-1973-010988 E :
sales@erahanger.com

China(Dongguan) Factory
Era Hanger Inc.
Tel: 86-769-8772-6904
Fax:86-769-8772-6906
Contact: Johnny Ho
Email: jho@erahanger.com
Email: china@erahanger.com

India/Sri Lanka Factory
Era Hanger Inc
Tel: 1-877-372-9273
Email: sales@erahanger.com

Vietnam Factory
Era Hanger Inc
C/O UAC
Lot C2-CN, NA5 Street
My Phuoc Industrial Park 2
Ben Cat District,
Bin Duong Province, Vietnam
Email: sales@erahanger.com

7   Shipping Protocols – Trans-Plus

Vendors are responsible for transportation to the Trans-Plus facility and adhering to the appointment times booked with Trans-Plus. The shipping window for Giant Tiger is limited by day; appointment times and case quantities must be followed. Non-compliance charges will be applied to vendor accounts that do not follow appointment times or case quantities quoted at time of booking. All changes to an appointment must be communicated to Trans-Plus prior to delivery (EOP #110).

Carriers must report to the "Giant Tiger" door upon arrival to the Trans-Plus facility. For the exact location of the "Giant Tiger" door please contact the appropriate Trans-Plus location below.

All deliveries are subject to driver-assisted offloading.

Vendors deliver prepaid to either Trans-Plus location:	
2400 Rue Halpern, St. Laurent, Montreal, QC Canada, H4S 1S8 Hours: 10:00 AM to 2:30 PM Monday to Friday. Delivery appointments: (514) 332-5020 ext. 236 Help Desk: (514) 332-5020 ext. 236 https://www.transplus.com	7385 Bren Road, Unit 2/Unit C, Mississauga ON, Canada, L4T 1H3 Hours: 10:00 AM to 2:30 PM Monday to Friday. Delivery appointments: (905) 362-0821 ext. 229 Help Desk: (514) 332-5020 ext. 236 https://www.transplus.com

7.1   Application of Trans-Plus shipping labels

7.1.1   Trans-Plus shipping labels must adhere to all boxes shipped via Trans-Plus.

7.1.2   Trans-Plus shipping labels are to be adhered to the boxes' outward facing surface to allow access to ALL barcodes and store numbers on the labels of ALL boxes without re-piling boxes. If this is not possible please contact the appropriate Trans-Plus facility. See **Figure 8-1 - Proper Labelling of Pallet. (EOP #100)**

7.1.3   The Trans-Plus shipping label must also have the Giant Tiger store number facing outwards either to the left or right of the barcode, see **Figure 8-1 – Trans-Plus Label**).

7.1.4   Vendors are to contact Trans-Plus' help desk for instructions when box dimensions or shapes do not allow labels to be adhered to boxes' outward-facing surface, as shown in **Figure 8-1 - Proper Labelling of Pallet**.

Figure 8-1 - Proper Labelling of Pallet

✔ GOOD	✘ BAD
LABELING STORE SEQUENCE ON PALLET. HORIZONTAL THEN VERTICAL LEFT TO RIGHT (OR RIGHT TO LEFT) THEN TOP TO BOTTOM (BOTTOM TO TOP)	
ORDERED SEQUENCE: 73, 64, 62, 62, 60, 43, 38	DISORDERED SEQUENCE : 214, 146, 133, 186, 170, 205, 161, 144, 152

✔ GOOD	✘ BAD
FULL LABEL VISIBLE OUTSIDE OF THE PALLET *This is not always possible – depends on case pack*	
ENTIRE LABEL MUST BE VISIBLE AND READABLE	THESE LABELS ARE FOLDED OVER THE EDGE. FULL LABEL NOT VISIBLE ON ONE SIDE OF THE BOX. STORE NUMBER NOT VISIBLE

7.2 Vendors Shipping 1 Pallet with 50 Boxes or Less

7.2.1   Vendor delivers to Trans-Plus without appointment within the respective delivery windows noted above.

7.2.2   Trans-Plus will do a detailed count of the number of boxes and match to the transport bill of lading.

7.2.3   Trans-Plus will further inspect the condition of the packaging to ensure compliancy with the above-noted Packaging Standards. (See **Section 4 – Packaging Standards**)

7.3 Refusal of Shipment

Shipments will be automatically refused if the following occurs:

7.3.1   The transport bill of lading case count does not match the physical case count.

7.3.2   Boxes without the Trans-Plus shipping label **(EOP #100)**

7.3.3   Boxes with more than one Trans-Plus shipping label **(EOP #100)**

7.3.4   Boxes damaged beyond repair

7.3.5   Shipments unable to be unloaded safely and efficiently (At the discretion of Trans-Plus)

7.3.6   Shipments that fall apart during transportation

7.3.7   Shipment is greater than one pallet or 50 boxes and no appointment is taken, or delivery is late.

7.4 Vendors Shipping More than 1 pallet / 51 Boxes or More

7.4.1   Vendor must make an appointment to deliver merchandise. Please contact the appropriate Trans-Plus facility (listed on previous page) in order to book a delivery appointment. Appointments must be made 48 hours prior to shipping.

7.4.2   Trans-Plus will do a detailed count of the number of boxes and match to the Master Manifest. Deliveries that do not match the Master Manifest will be applied a non-compliance charge.

7.4.3   Trans-Plus will further inspect the condition of the packaging to ensure compliancy with the above-noted Packaging Standards. (See **Section 4 – Packaging Standards**)

7.5 Pallet Loads

7.5.1   For Giant Tiger store receiving purposes, all full pallet SKU orders (each store receiving one full pallet) being shipped through Trans-Plus must contain a one page label indicating the store number and the purchase order it is supplying on each pallet. This must be clearly visible on the pallet using sufficient size of font.

7.5.2   Vendors are to arrange cases on pallets starting with the <u>highest store number at the bottom of the pallet to the lowest store number at the top of the pallet</u> for efficient unloading of stores at Trans-Plus. Please contact GTdistribution@gianttiger.com for clarification.

7.5.3   Utilize effective pallet-loading practices (allowing access to unload pallets using standardized pallet moving equipment) to decrease the likelihood of damage during transport. Freight and pallets must be stretch-wrapped to ensure that the load remains stable during transport. Ensure that the stretch-wrap fully encases the pallet load. Tape must not be used for securing the boxes to the skid(s) as it could damage the shipping labels.

7.5.4   Vendors must deliver goods on standard 4-way pallets measuring 40" wide x 48" long by 6" high, built to a maximum height of 96.

7.5.5   Ensure there is no overhang (or underhang, where possible) on pallet loads.

7.5.6   Pallets must be in good condition with no signs of breakage.

7.5.7   Ensure shipping labels are faced outwards on pallets to allow ALL boxes' barcodes to be scanned without re-piling boxes (See **Figure 8-1 - Proper Labelling of Pallet**). Some vendor's pallets could require an empty space be created in the center of pallets to allow this. <u>The empty space can be filled-in with empty boxes that must be declared to Trans-Plus upon delivery to prevent receiving counting errors.</u>

7.5.8   Floor-loaded and slip sheet shipments are not acceptable.

7.5.9   Contact GTdistribution@gianttiger.com to register your company to exchange type-1 white-board pallets.

7.5.10   The maximum height of a pallet that can be delivered to Trans-Plus is 96 inches.

7.5.11   Pallets will not be exchanged unless vendor is previously registered to do so.

7.6   Shipping Documents

7.6.1   Each Purchase Order **must be received in full by the Cancel Date (EOP #010).**

7.6.2   Trans-Plus shipping labels must be created by the vendor, through the Trans-Plus Easy Ship System (TESS) (See **Figure 8-2 - Trans-Plus Label**), using the web-based application located at "http://www.trans-plus.com/". See **Section 9 - Trans-Plus Easy Ship System** for detailed instructions.

7.6.3   **<u>Appointments must be booked 48 hours prior to Cancel Date.</u>**

7.6.4   Shipping labels will expire by end of day on the PO "Cancel Date" and shipments with expired labels will be refused at Trans-Plus **(EOP #010).**

7.6.5.   Shipping labels will be available to print 14 days prior to the Giant Tiger PO "ship date"

Figure 7-1 - Trans-Plus Label

7.7 Bill of Lading / Proof of Delivery / Master Manifest

A bill of lading, proof of delivery, master manifest or other such document must be provided with every shipment delivered to Trans-Plus. This document must contain the following information and be signed by a Trans-Plus employee, confirming received quantities are as indicated and the actual receipt date and time:

7.7.1   Date and time of delivery appointment.

7.7.2   Quantity of cases delivered PER PO.

7.7.3   Vendor name and vendor number, as they appear on the Giant Tiger purchase order.

7.8 EOP Charges

Shipments as described below discovered after receipt will be returned to vendor and are subject to expense off-set policy charges:

7.8.1   Boxes with expired, cancelled, deleted, defaced, missing, concealed or unreadable barcode labels.

7.8.2   Boxes with concealed shortages aka: fillers or empty boxes (unless declared to and accepted by Trans-Plus).

7.8.3   Boxes damaged beyond repair, over-bulging boxes, pallets leaning over excessively.

Trans-Plus will contact vendor within one (1) business day of the discovery of affected boxes to arrange pick-up.

The vendor will receive one (1) written warning via e-mail. Any subsequent discovery of affected boxes after the first discovery will result in an expense off-set policy charge of $1.00 per box and $200.00 per PO, deducted from payment of the PO **(EOP #070).**

7.9 Refused Shipments / Returned Boxes

Refused shipments shall be corrected and returned to Trans-Plus expeditiously; within a maximum of three (3) calendar days. Vendor is responsible to ensure shipment return date has not passed PO Cancel Date.

Vendor is responsible for expedited shipping costs of advertised goods delivered after the Cancel Date. Vendor is to contact their GT Replenishment Analyst to have the Cancel Date adjusted for advertised purchase orders. For non-advertised purchase orders vendor is to contact their GT Replenishment Analyst to have the Cancel Date adjusted **(EOP #010)**.

7.10 Missed Appointments

Any appointment that is missed by the vendor without sufficient notification (48hrs) to Trans-Plus will receive one (1) written warning via e-mail. Any further incidents will result in a non-compliance fee of $200 dollars. The shipping window for Giant Tiger is limited by day. Appointment times and case quantities must be followed. Changes to appointments must be notified to Trans-Plus a minimum of 48 hours prior to delivery. Trans-Plus will confirm appointment change via email. **(EOP #110)**.

Figures 8-3 - **Map Trans-Plus Montreal**

Figure 8-4 - **Map Trans-Plus Mississauga**
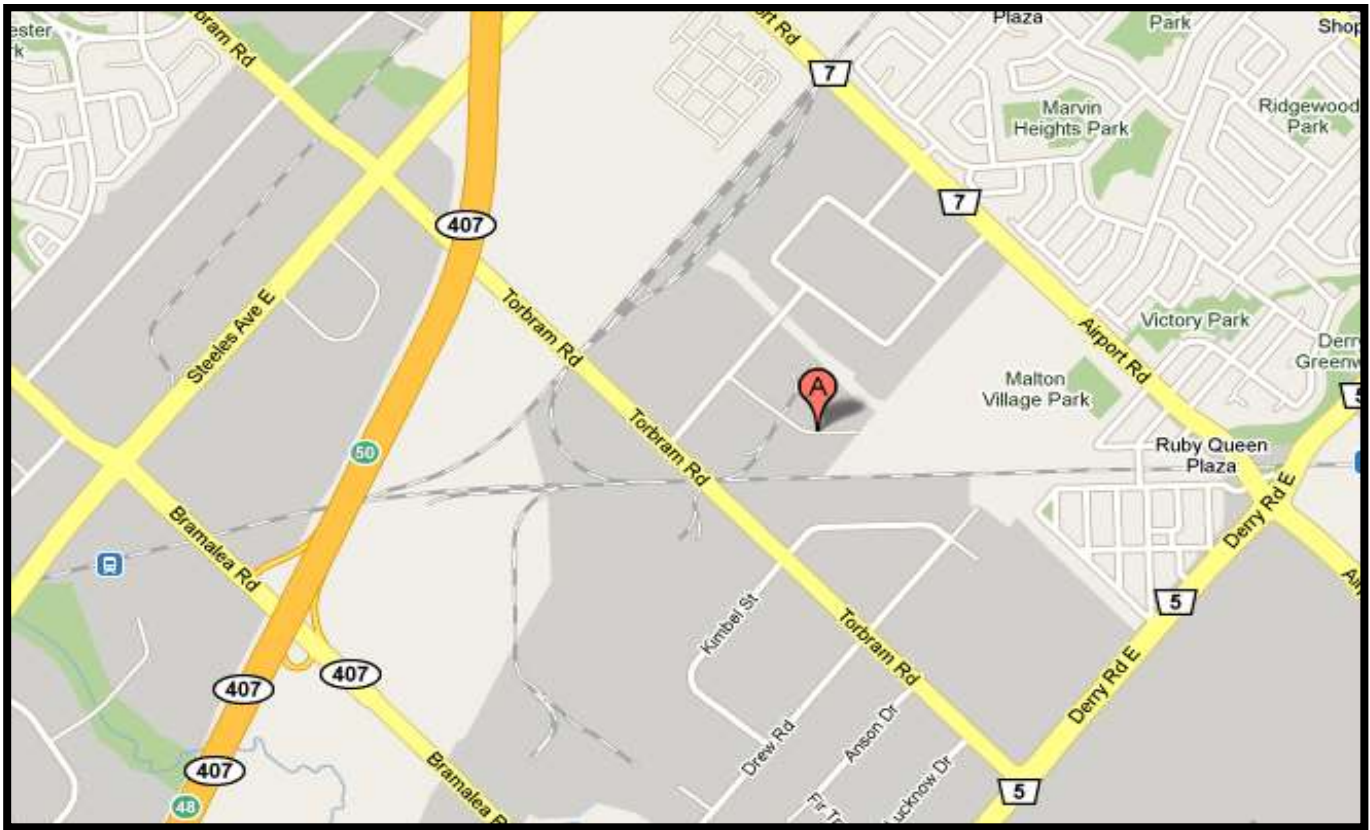
8 Trans-Plus Easy Ship System

8.1 Login
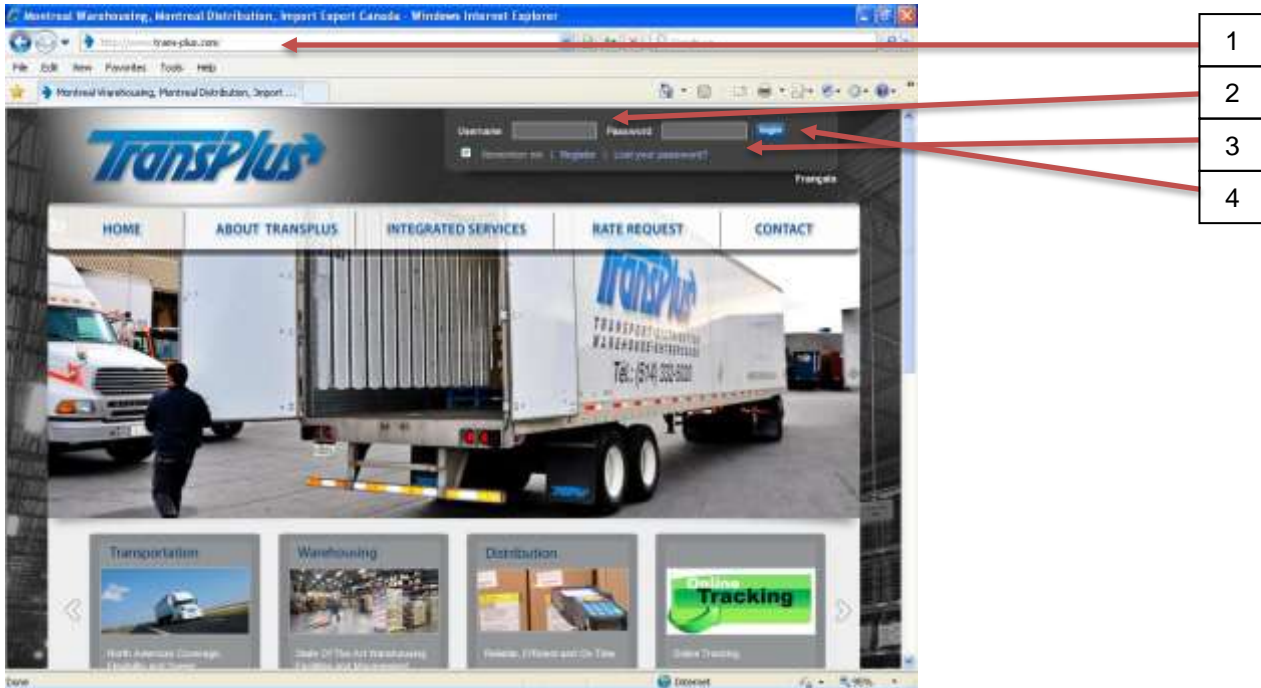
1. Enter URL address http://www.trans-plus.com/
2. Login = Enter your Giant Tiger (GT) vendor number
3. Password = Enter your Postal Code (with or without a space and/or capitals)
4. Click "Login" or press the "ENTER" key
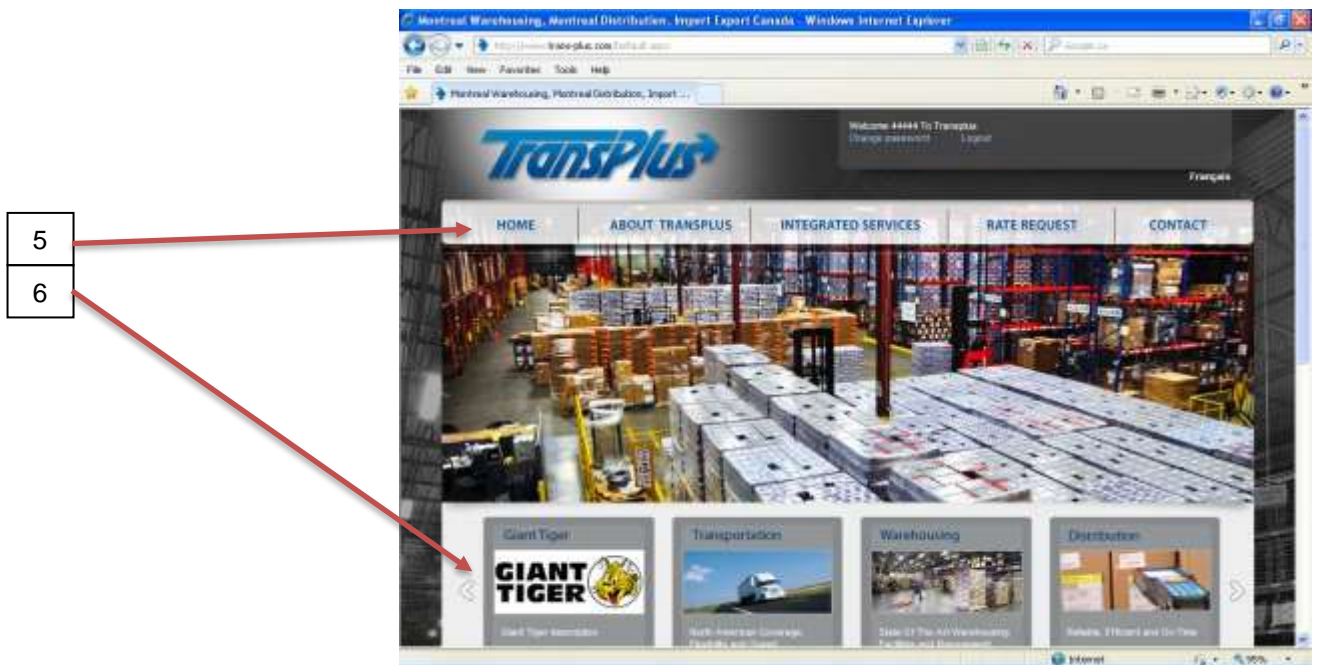
5. The above "Home" page screen will appear
6. Click on the "Giant Tiger" section.

8.2 Navigating
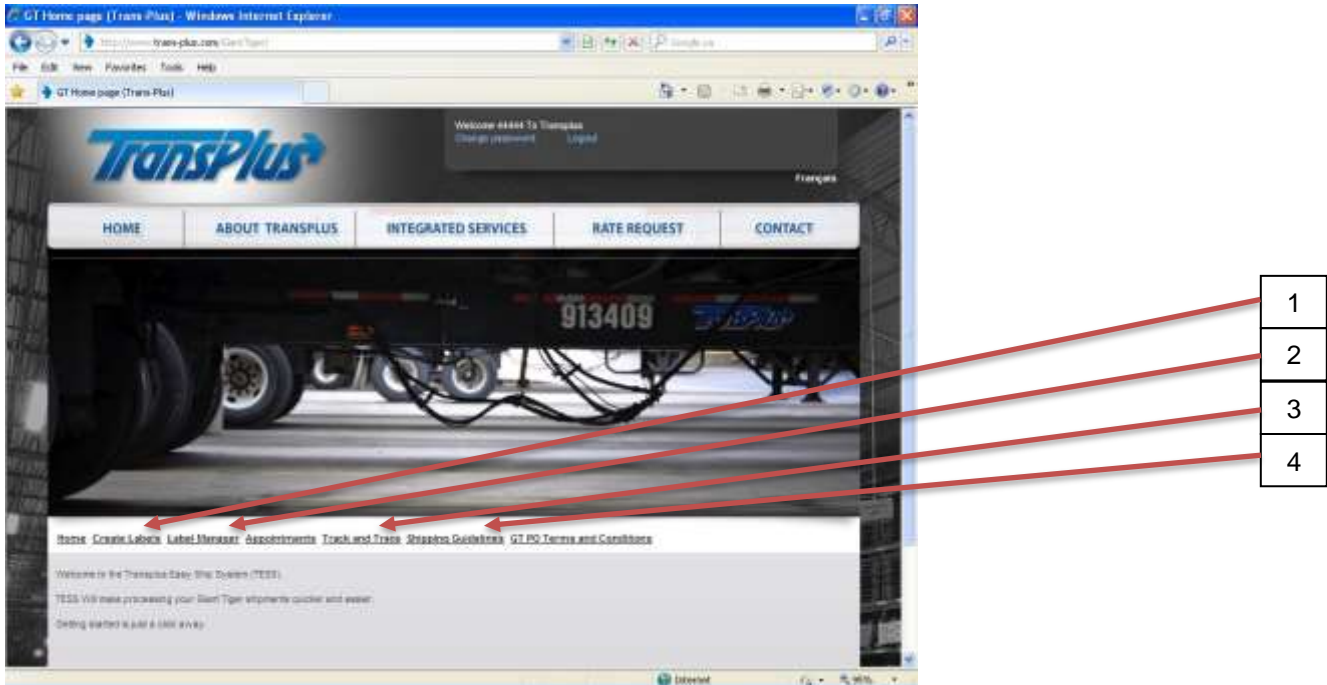
1. Create Labels - Used to prepare, print, track and trace labels.
2. Label Manager - Used to view total labels printed, labels printed by store, re-print and/or delete labels for all active GT purchase orders (PO)
3. Track and Trace - Used to track and trace boxes, by PO, for all stores or for individual stores.
4. Shipping Guidelines - Use to review shipping standards and instructions on how to ship GT boxes via Trans-Plus.

8.3 Creating Labels

Select, by clicking, the "Create Labels" tab; the screen below will appear (next page) showing all "available" POs that are available to ship. This page will indicate the PO number, Ship Date, Cancel Date, advertised (yes or no), labels printed (if applicable), and print date (if applicable). Available PO's are determined by the "Ship Date" and "Cancel Date" range.

POs having a "Ship Date" in the future or a "Cancel Date" that has passed will not be available to ship and will not appear on the page.

If you are required to ship a PO prior to the "Ship Date" or after the "Cancel Date" you must contact your GT Replenishment Analyst (refer to Section 5: Shipping Standards).

8.4   Creating Labels for a Single PO

1. Select a PO number you would like to ship by clicking the box beside the appropriate PO. A check mark will appear beside the PO. To de-select click the box again, the checkmark will be removed. All the stores that are associated with this PO will automatically populate at the bottom of the screen.
2. The page will display the destination store's number, name, and province.
3. Select weight type, pounds or kilograms
4. Click on "Label Quantity" box and enter number of labels required to print for that specific store. If all the boxes have the same weight, enter in the weight (the weight of each box not total weight)
5. If each case is a different weight then click on the "+" icon. The following page will display.

8.4.1   Entering Weights for Individual Boxes

Set up individual weights for individual labels

Label ID	Store#	PO's	Weight	Status
5317029	2	9999991	5 KG	Label created

Save & Close   Close Without Saving
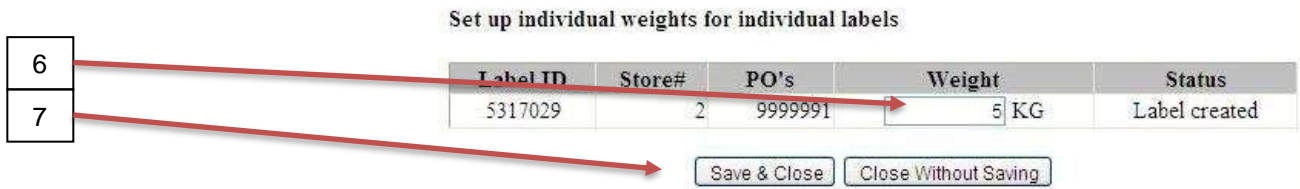
6. Enter the weight of each box.
7. Click on "Save & Close"
8. In the event that the wrong label quantity or weight is entered incorrectly you can click "Clear" to erase the box quantities and weights entered for a given store or click "Clear All" to erase all box quantities and weights entered for all stores.

Note: The "Clear" and "Clear All" buttons will clear all box quantities and weights for all labels that <u>have not</u> been printed.

9. Print one store at a time by clicking on "Print" for the specific store, or...

10. Continue to enter label quantities per store by clicking (or "tab") the next store's "Label Quantity" box and enter number of labels and weight, etc., until all "Label Quantity" and "Weight" boxes are complete and click "Print All" to print all shipping labels for all stores at once.

Note: Please ensure that the correct label and weights are adhered to the correct box.

11. Once you have clicked on "Print" or "Print All" the below screen will appear.
12. Choose label format by clicking the desired option (1 label/sheet of paper, 2 labels/sheet of paper, or 1 label for use on a label printer)
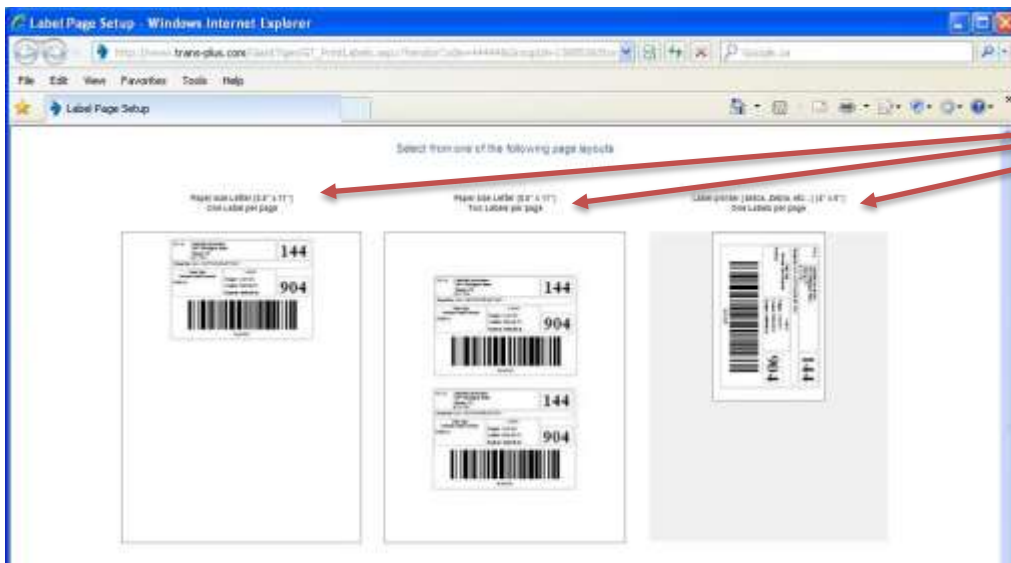
13. Once you have selected the label format the "Print Preview" page below will appear.
14. Click on the "Printer" icon to print labels.

15. In the event that the wrong label quantities or weights are entered incorrectly, after you have printed the labels, click the "Delete" icon to delete the box quantities and weights entered for a given store. Then key in new quantity and weights and print again.

16. In the event that a label or labels are lost, torn, printer jam, etc., click the "Reprint" icon to reprint labels for a given store.
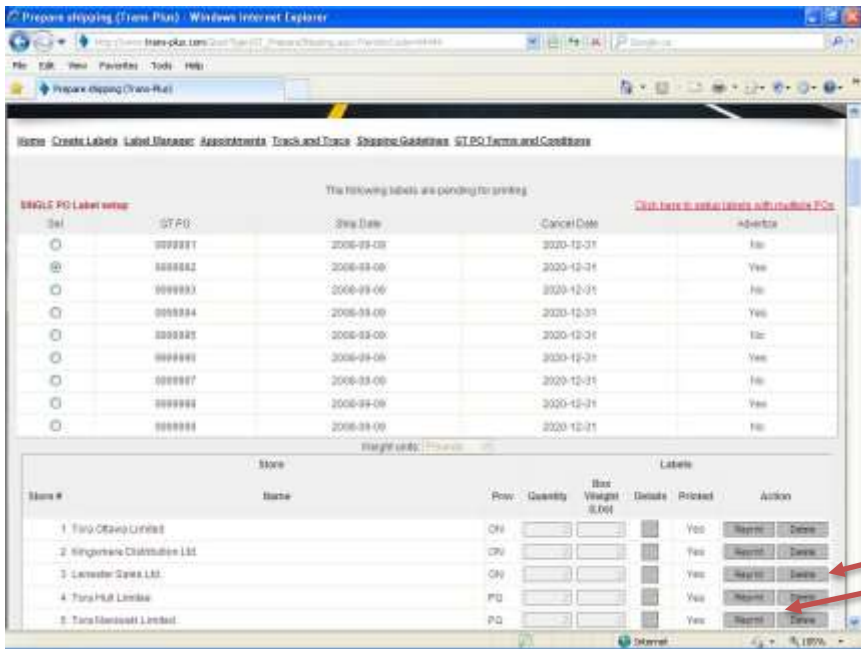
17. When reprinting or deleting shipping labels, a pop-up screen will appear warning you to destroy all previously printed labels. Click "OK" to proceed or "Cancel".

Note: Ensure that all labels previously printed are destroyed and <u>only</u> the reprinted labels are applied to the boxes.

18. When deleting shipping labels, a second pop-up screen appears asking if you are sure you want to delete all labels. Click "OK" to proceed or "Cancel".
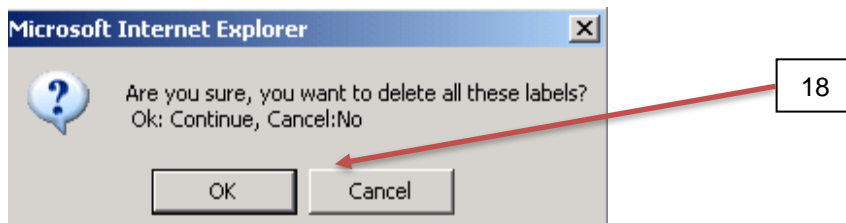
8.5 Creating Multiple Labels

1. To print shipping labels for multiple POs, click "Click here to setup labels for multiple POs". Please refer to section 5.3 Shipping Multiple Purchase Orders to ensure compliance.

2. A pop-up window will appear, informing you that you are switching to the multiple PO page and that all values entered and not printed (if any) will be lost. Click "OK" to proceed or "Cancel".
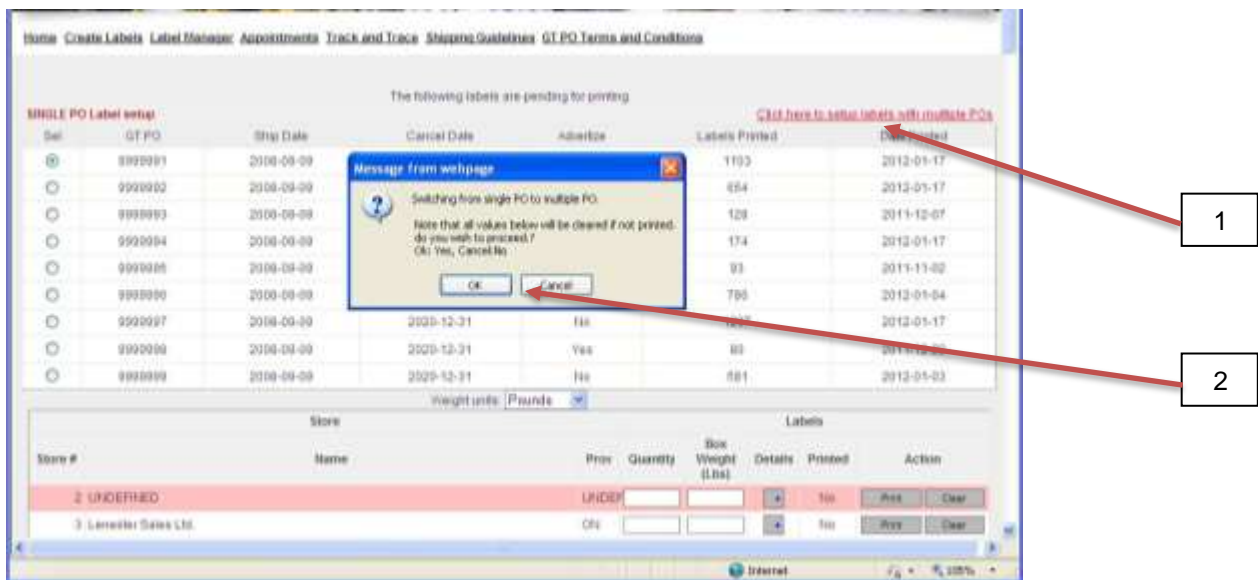
3. This page indicates "Multiple PO Label Setup". Select the PO numbers you would like to ship by clicking the box beside the appropriate PO. A checkmark will appear beside the PO. To de-select, click the box again - the checkmark will be removed.

4. The page will display the destination store's number, name, and province. The system will automatically synchronize the store numbers, as well as store numbers that appear on both POs. POs will only be displayed on the page once.

Note: For printing instruction, see **Section 9.4 Creating Labels For A Single PO**.
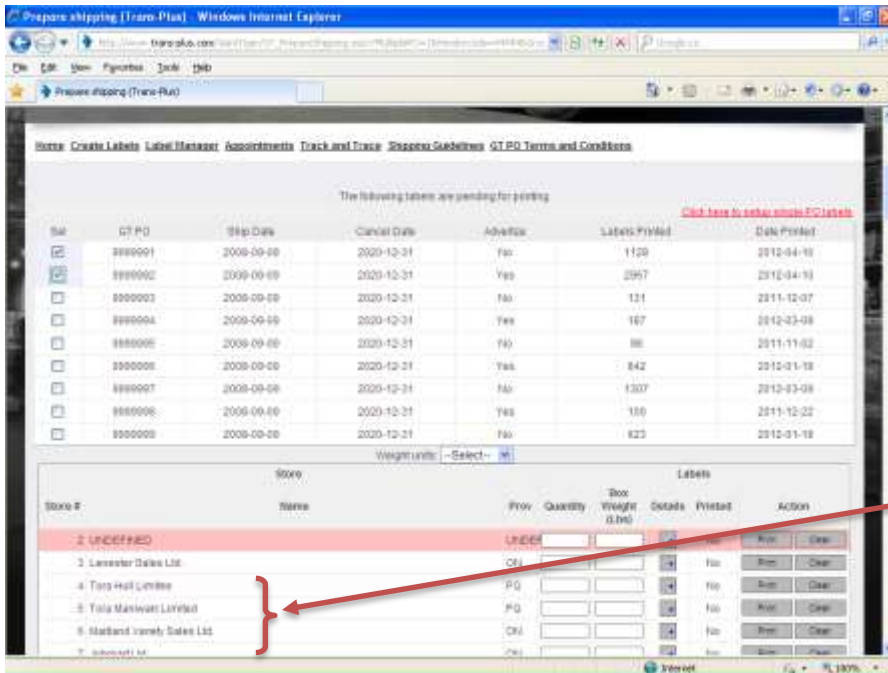
8.6 Label Manager

1. Click to select the "Label Manager" tab, and the below screen will appear. This page will show all available POs that labels have been printed for.

The page breaks it down by PO, date and time that the labels were printed, total number of stores, total quantity of labels printed, and total quantity of labels shipped. Label Manager provides you four options; reprint all labels, reprint labels for a specific store through details, delete labels for a specific store through details, and delete all labels for a given PO.
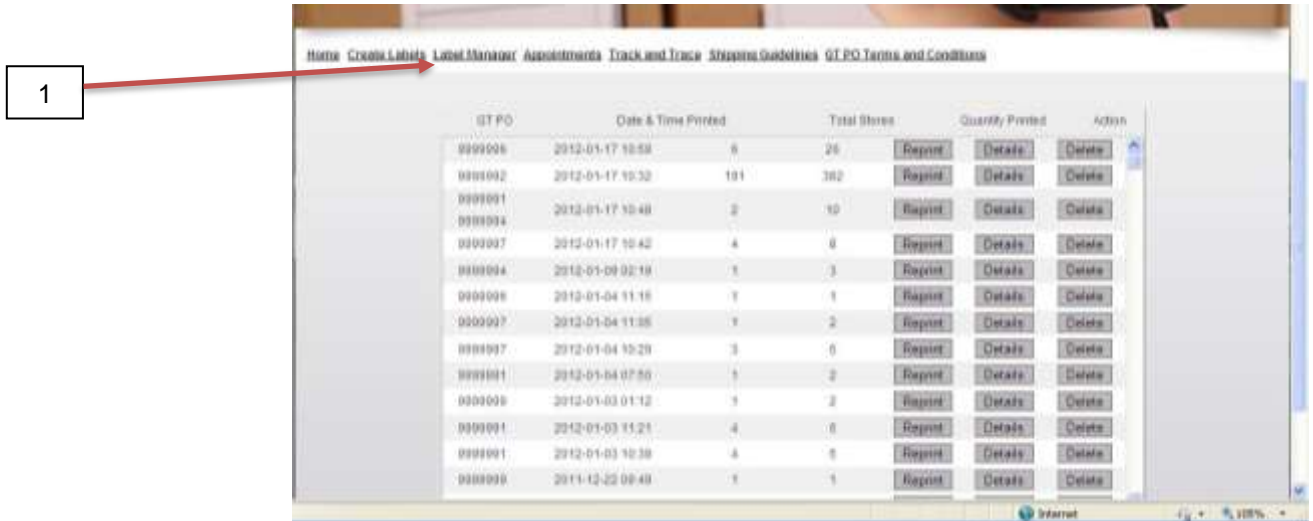
8.6.1 Reprint All Labels For A Given PO

1. In order to reprint all shipping labels for a given PO, locate the specific PO that you require to reprint labels for. Click on "Reprint".
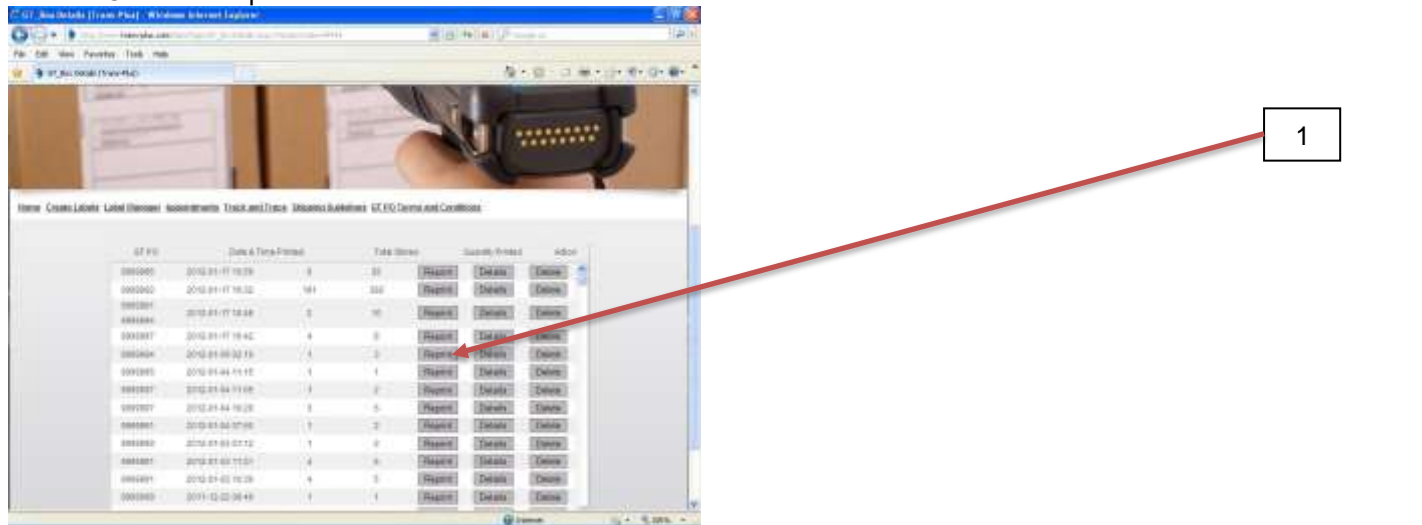
2. A pop-up window will appear, informing you that labels have already been printed and to destroy all other labels. Click "OK" to proceed, and follow the instructions outlined in **Section 9.4 Creating Labels For A Single PO** or click "Cancel".

2

Message from webpage

One or more of these labels to have been already printed.
If you print again, please make sure to destroy the original labels.
Duplicated labels will be rejected on receiving.
Ok: Yes, Cancel:No

OK   Cancel

3. A second pop-up window will appear, asking if you are sure you would like to reprint all labels for this PO(s). Click "OK" to proceed and then follow the instructions outlined in **Section 9.4 Creating Labels For A Single PO** or click "Cancel".

Message from webpage

Are you sure, you want to reprint all these labels for these PO(s)?
Ok: Continue, Cancel:No

OK   Cancel

3

Vendors must keep the system clean and accurate!
All unused labels that will not ship must be deleted!

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4. The reprinted labels will indicate on the label itself "reprinted label".

To / À LabelInfo.StoreName
98 George Street
Ottawa, ON
K1N 5W2

1

From/De: 1010 - BUTTONCRAFT INC.

Giant Tiger
Purchase Orders Included
1024422

Box 1 of 2 (Reprinted)
Weight: 12.00 KG
Created: 2008-08-25
Expires: 2008-08-26

904

00105924

4

8.6.2   Reprint or Delete Labels for A Specific Store for a Given PO

1. To reprint or delete shipping labels for a specific store, click "details" for the appropriate PO number. The following page will appear.
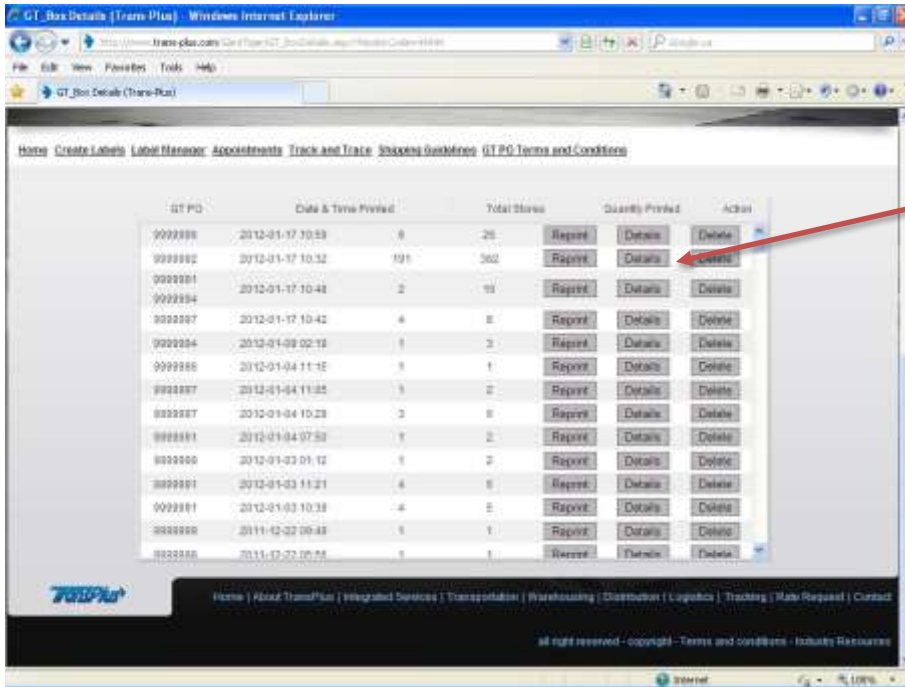
2. Locate the specific store that you require to reprint or delete labels for, and click on "Print" or "Clear".
3. To reprint labels, follow the process outlined in Section 8.6.1 Reprint All Labels for A Given PO.
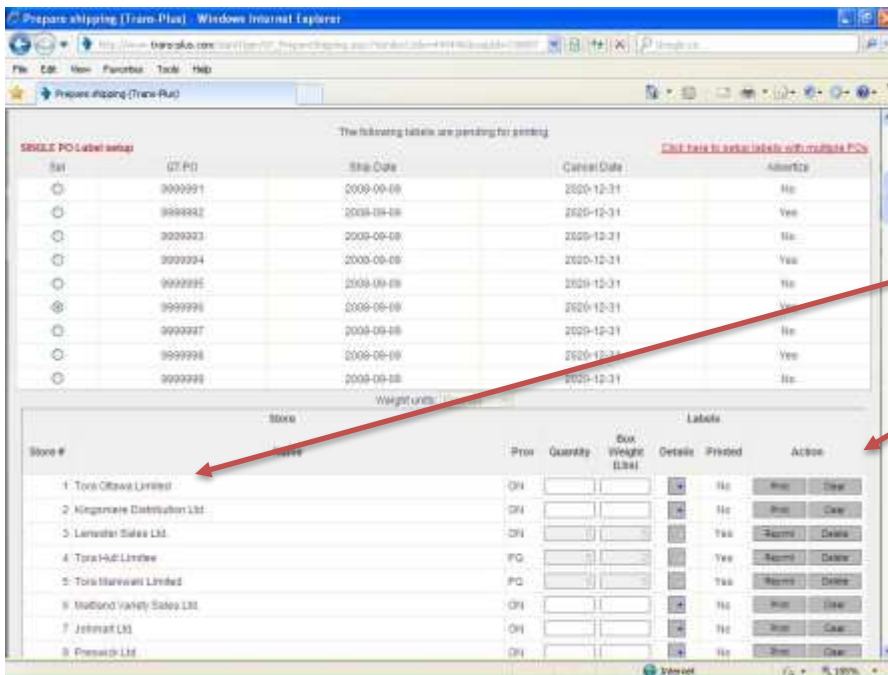
4. When deleting labels, a pop-up window will appear informing you that labels have already been printed and to destroy all other labels. Click "OK" to proceed or "Cancel".

8.6.3   Delete All Labels for A Given PO

1. Locate the specific PO that you require to delete all printed shipping labels for, and Click on "Delete".

WARNING: This action will delete all shipping labels for all stores that have been printed for this PO.
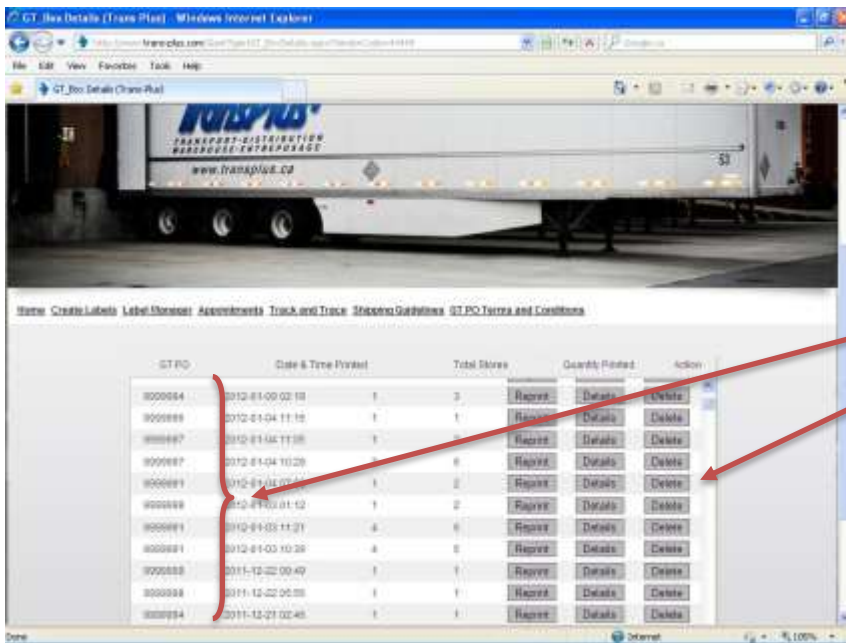
2. This pop-up window will appear, informing you that labels have already been printed and, if deleted, the original labels are no longer valid and new labels will have to be printed. Click "OK" to delete all labels or click "Cancel".

Warning: This action will delete all shipping labels for all stores that have been printed for this PO and new labels for every store will have to be printed.

3. A second pop-up window will appear, asking if you are sure you want to delete all labels for this PO. Click "OK" to delete all labels or click "Cancel".

Warning: This action will delete <u>all</u> shipping labels for <u>all</u> stores that have been printed for this PO and new labels for every store will have to be printed.

8.7 Track and Trace

Only POs with at least one label printed will appear in the track and trace section. POs that do not have a single label created, will not be traceable in the track and trace section.

1. Click to select the "Track and Trace" tab; this screen will appear. This page allows you to track and trace all boxes shipped by any or all POs for a specific store or all stores.
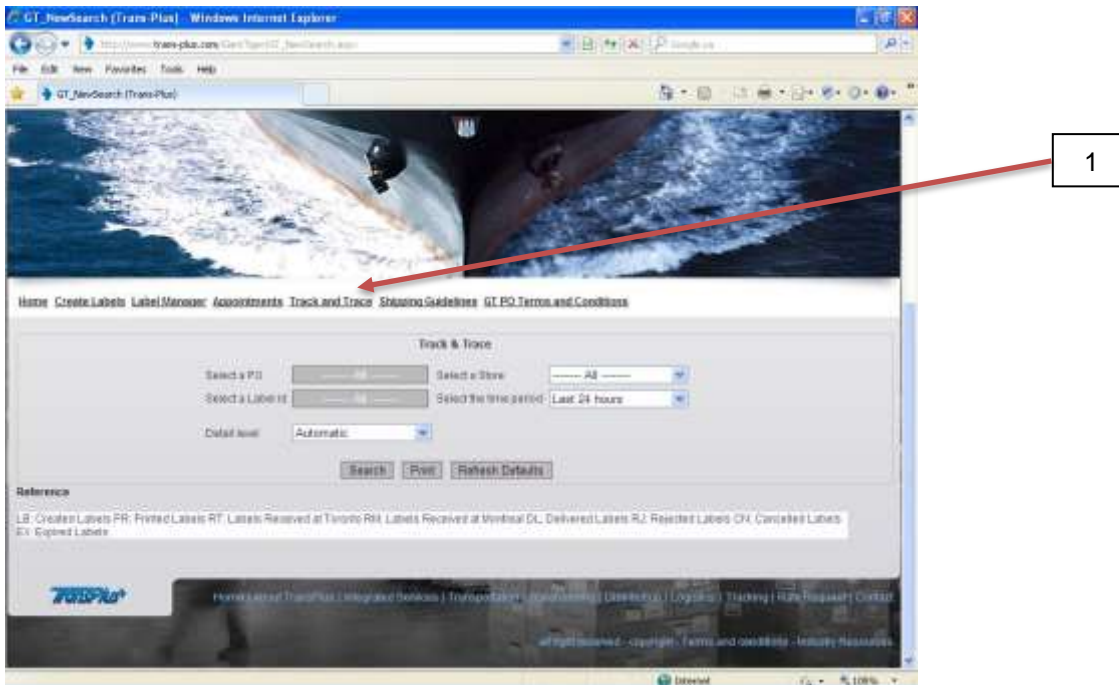
8.7.1   Track and Trace by PO by Store

1. Enter or select the PO number.
2. Enter or select the store number.
3. Enter or select how far back you want to track and trace (24 hours, 7 days, etc.).
4. Click "Search".
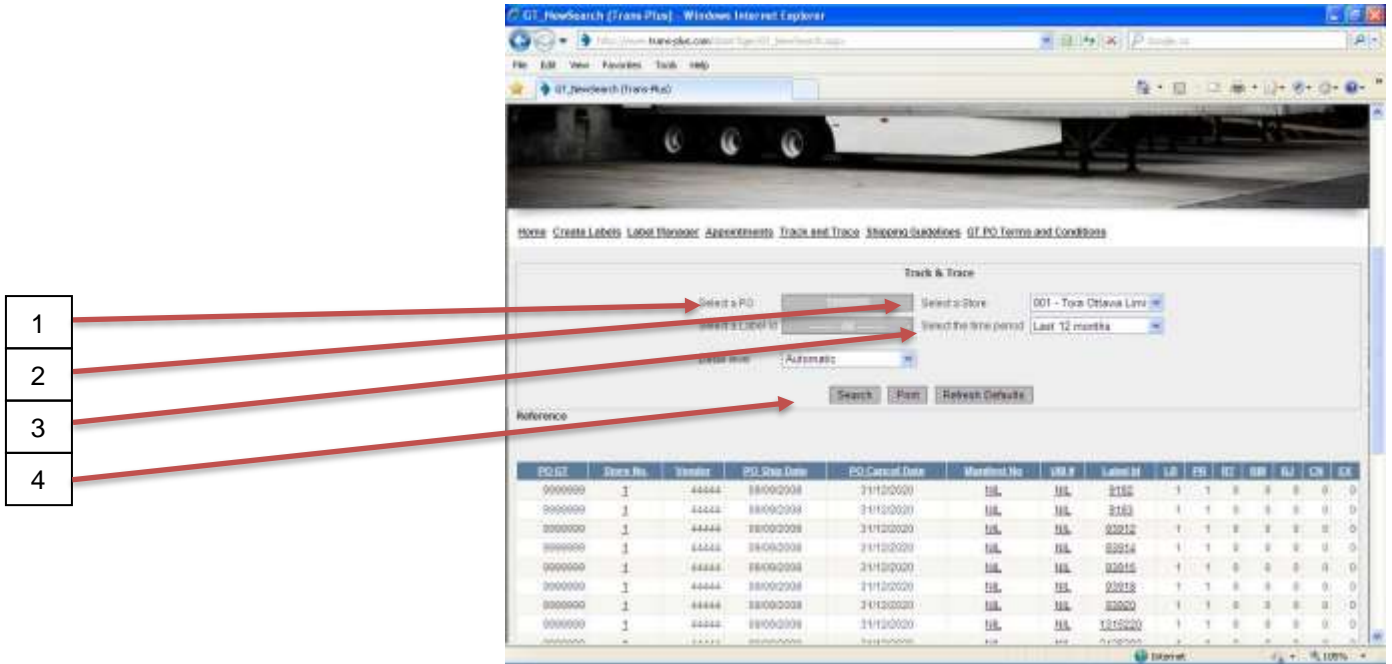
5. The track and trace information will appear at the bottom of the page. It will indicate the store number, PO number, PO ship date, PO cancel date, how many labels printed, how many boxes Trans-Plus received, and how many boxes were delivered.
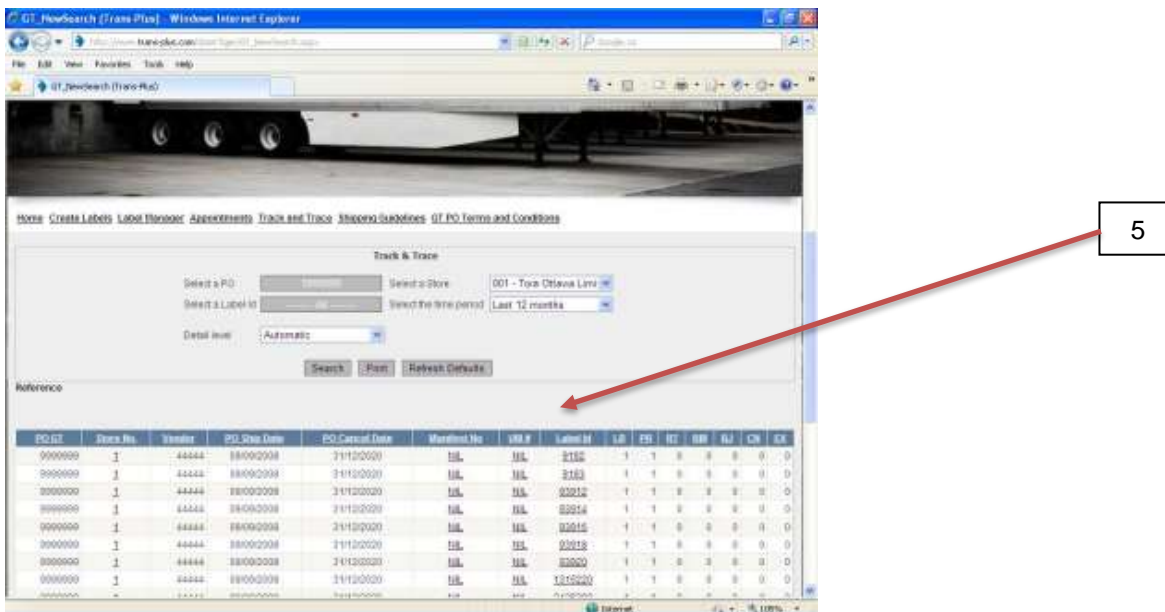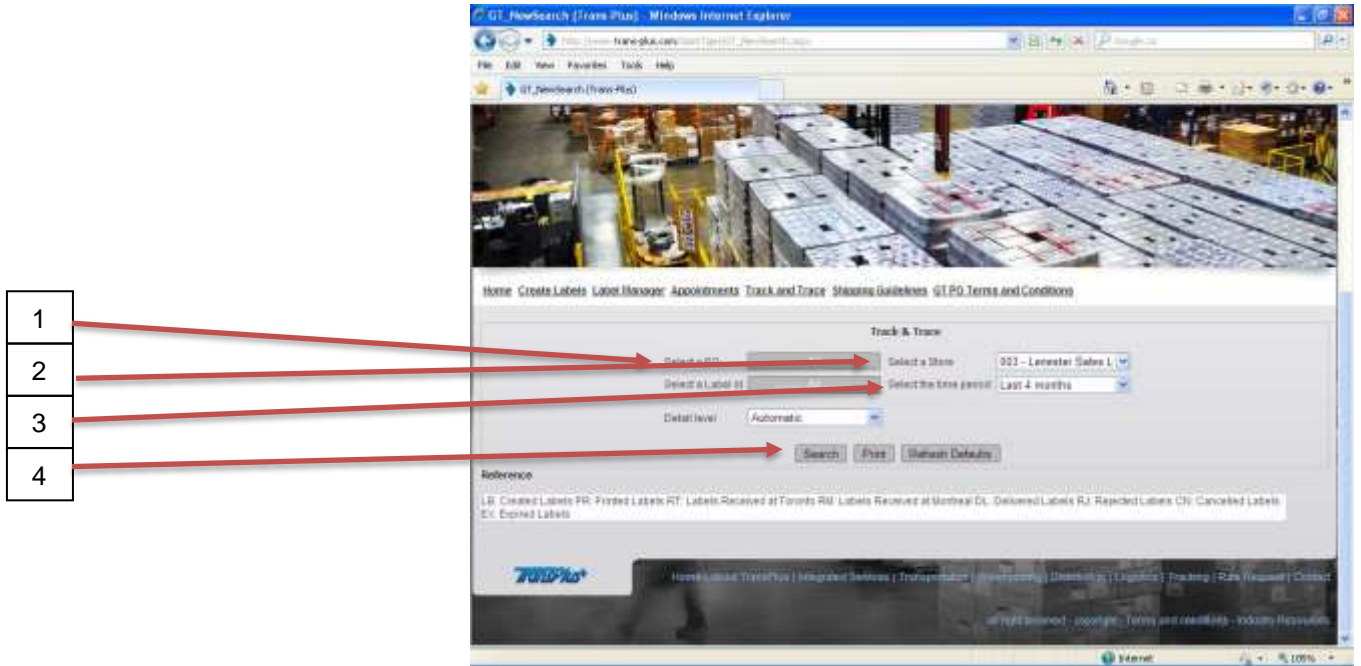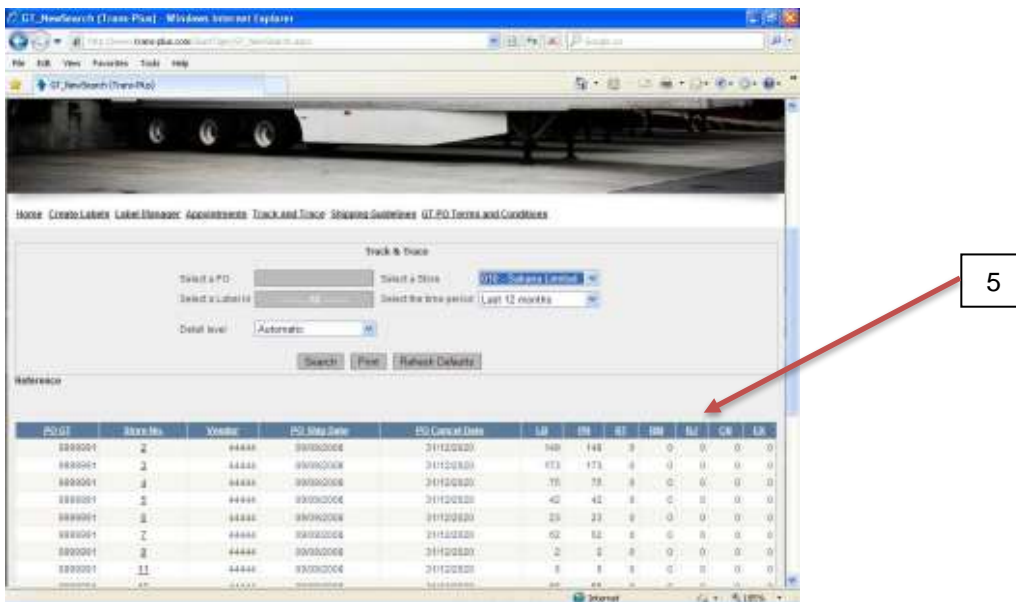
8.7.2   Track and Trace all POs by Store

1. Leave the "Select a PO" box to the default "ALL" or leave the box blank.
2. Select the store number.
3. Select how far back you want to track and trace (24 hours, 7 days, etc.).
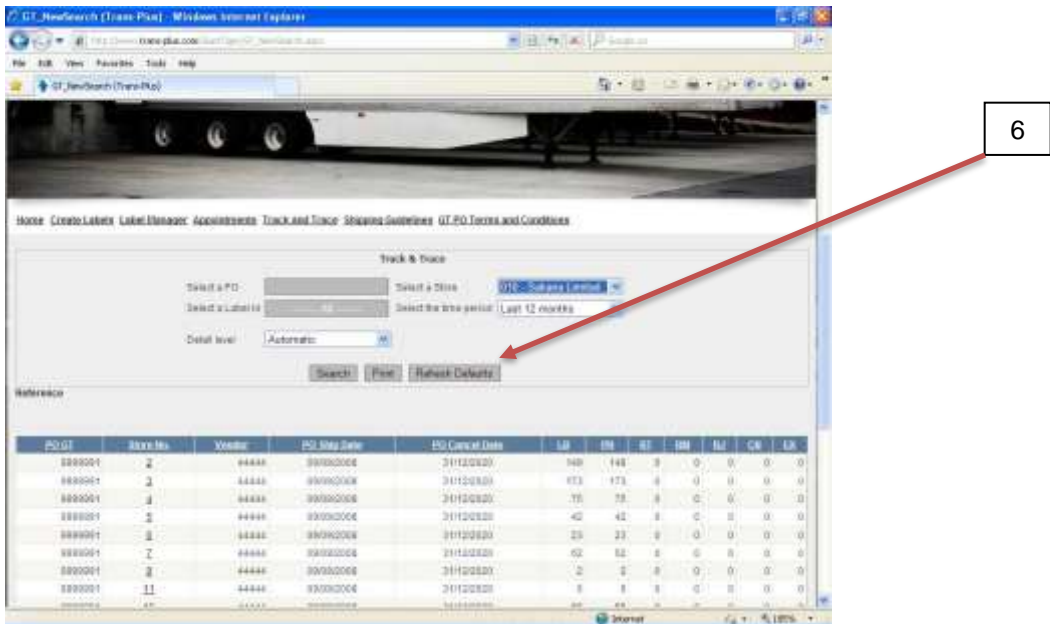4. Click "Search".

5. The track and trace information will appear at the bottom of the page. It will indicate the store number, PO numbers, PO ship dates, PO cancel dates, how many labels printed, how many boxes Trans-Plus received, and how many boxes were delivered.
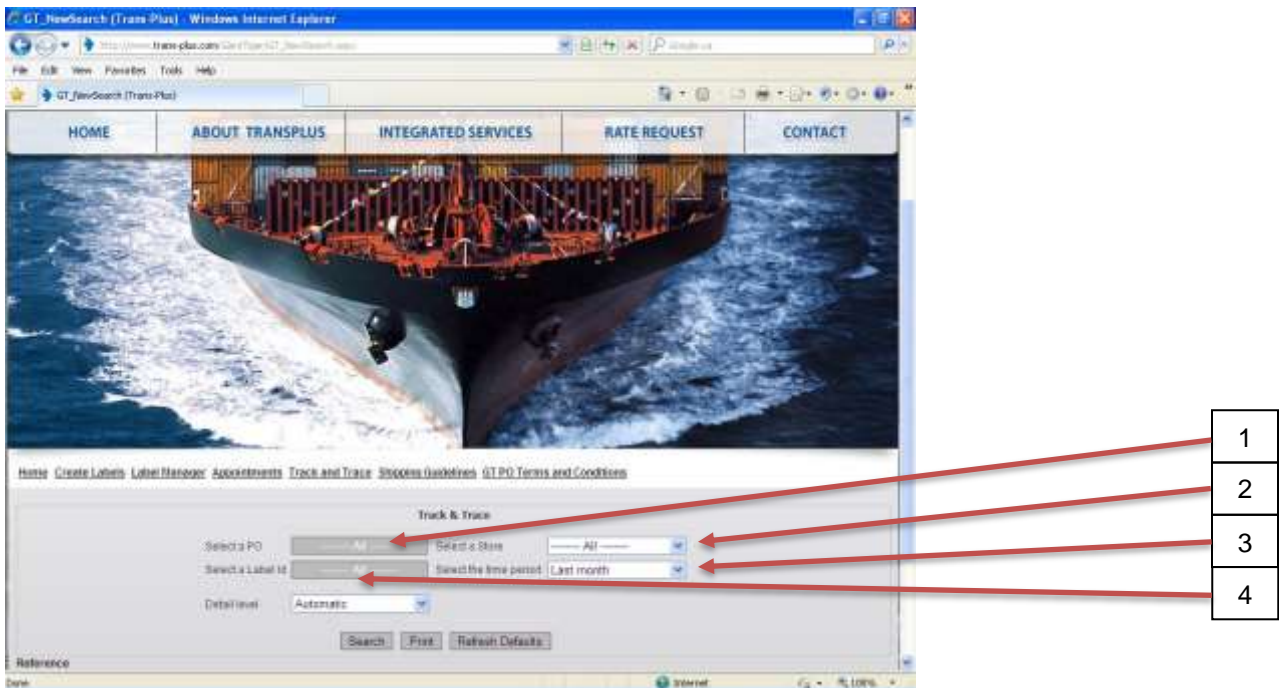
6. To reset page to the default settings, click "Refresh Defaults".

8.7.3 Track and Trace all POs for All Stores

1. Leave the "Select PO" box to the default "ALL" or leave the box blank.
2. Leave the "Select Store" box to the default "ALL" or select "ALL".
3. Select how far back you want to track and trace (24 hours, 7 days, etc.).
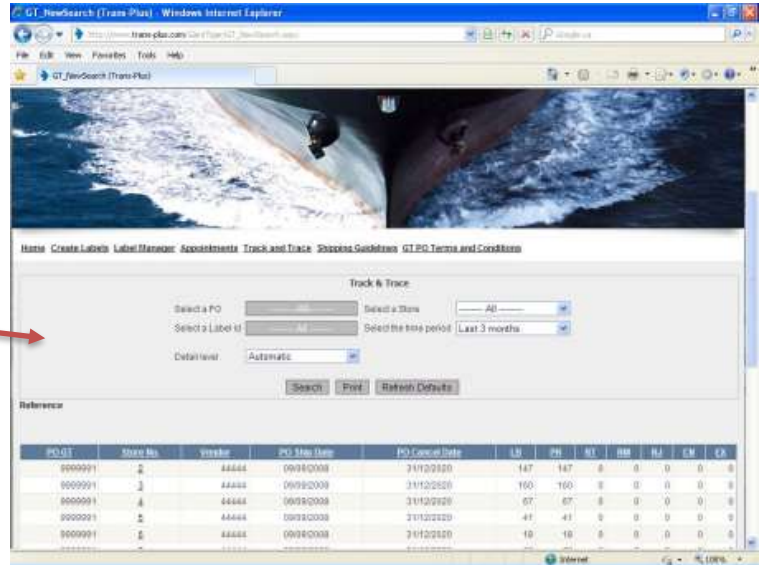4. Click "Search".

5. The track and trace information will appear at the bottom of the page. It will indicate the PO numbers, PO ship dates, PO cancel dates, total labels printed, total boxes Trans-Plus received, and how many boxes were delivered for each PO.

6. Click on "Detail Level" and scroll down the list to select the level of detail you wish to see.

7. Click on "Search" to display the results. This page will indicate the store number by PO number, PO ship date by store by PO, PO cancel date by store by PO, total labels printed by store by PO, total boxes Trans-Plus received by store by PO, and how many boxes were delivered by store by PO.
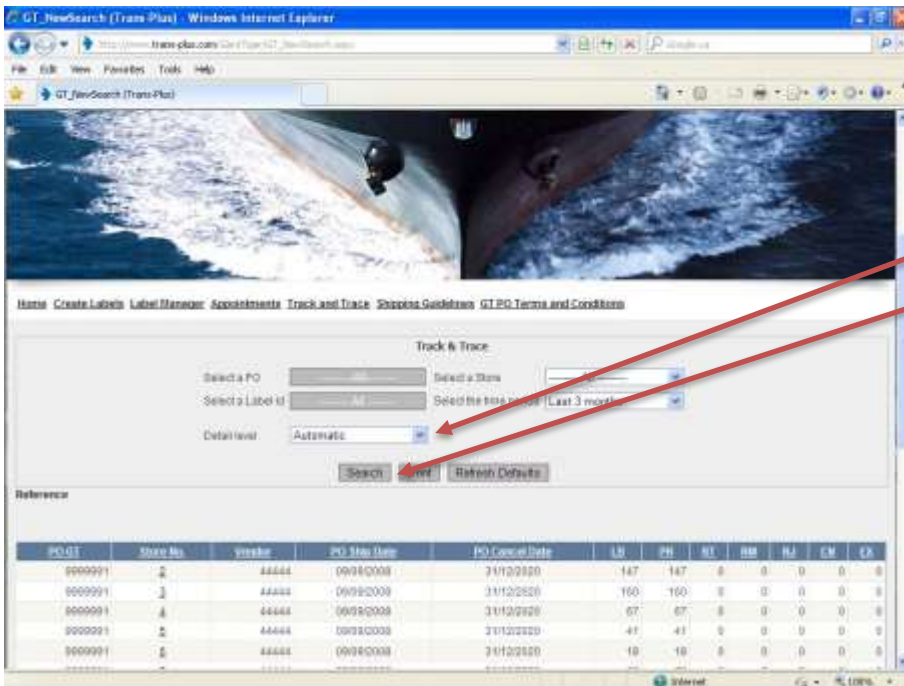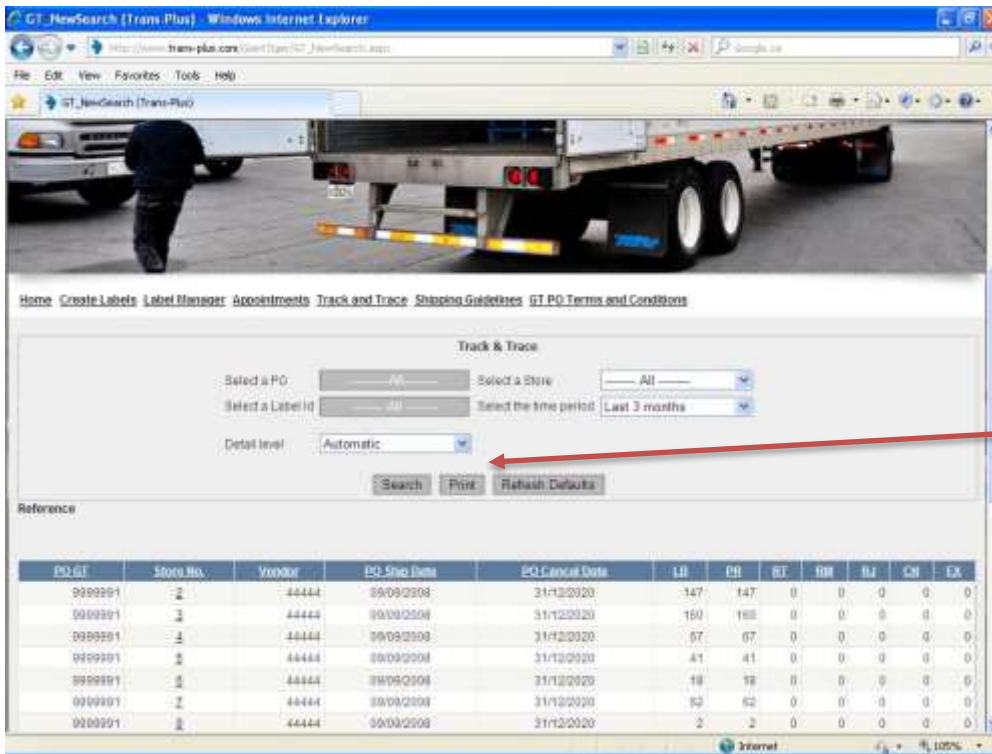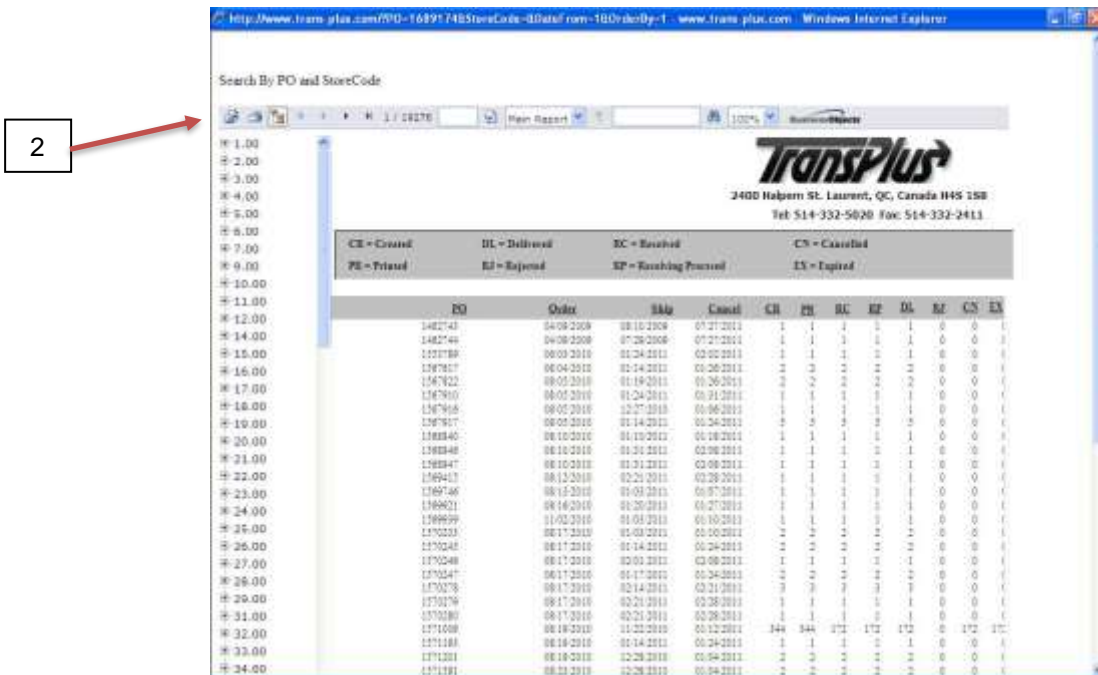
8.7.4   Print Track and Trace Reports

1.   To print track and trace reports, click "Print".

2.   This page is a print preview of what the report will look like. Click the "Printer Icon".

3. Select print "All" or specific "Pages", then click "OK".
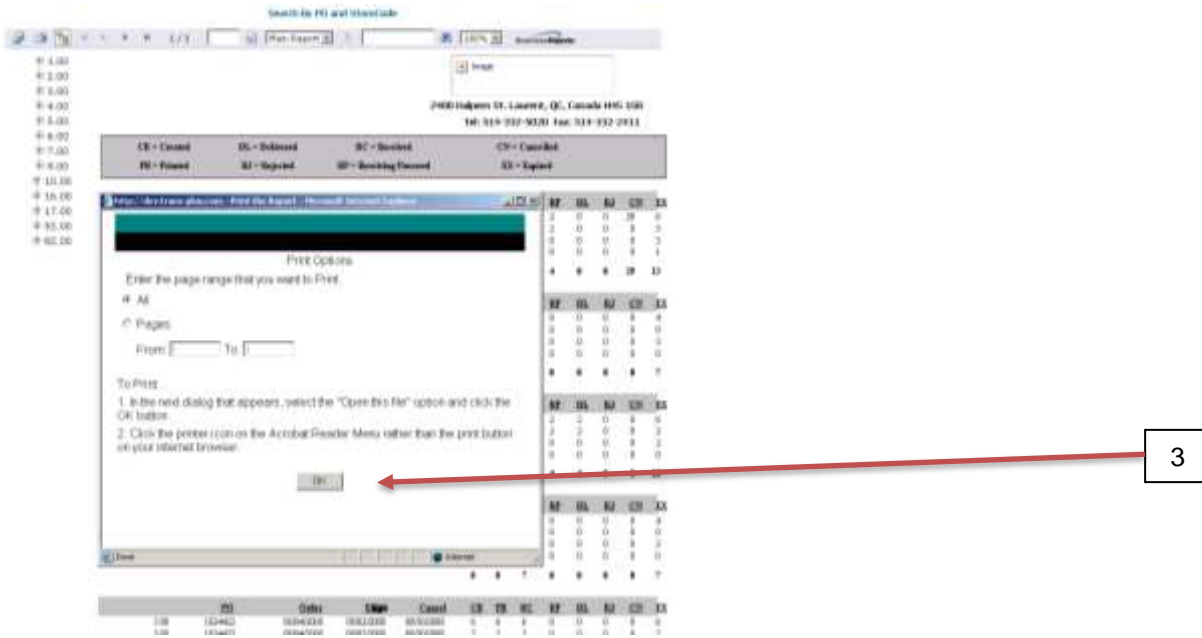
4. Adobe software will load up and the below menu bar will appear. Click the "Printer Icon" on the page.

8.8 Vendor Standards Manual

1. Click to select the "Shipping Guidelines" tab. This is an online version of the Vendor Standards Manual you are reading now. Use this tab should you want another copy or to obtain the most recent version.

8.9   GT PO Terms and Conditions

1. Select the "GT PO Terms and Conditions" tab. The GT PO Terms and Conditions is an electronic copy of the GT Master Purchase Order Terms and Conditions to refer to at your convenience.
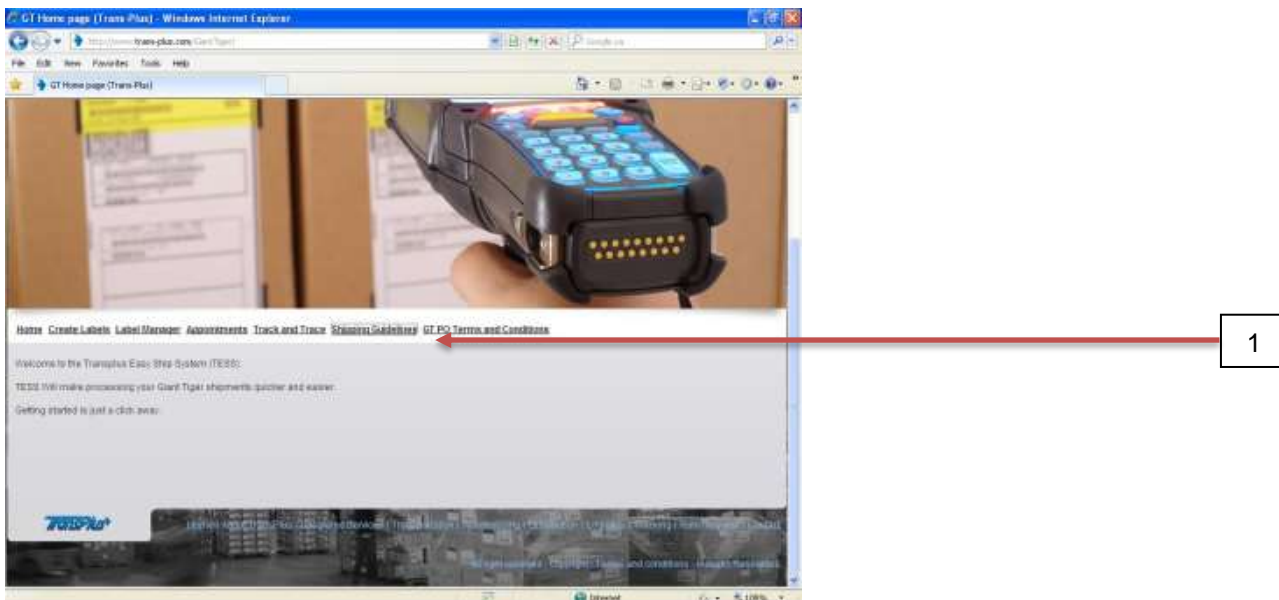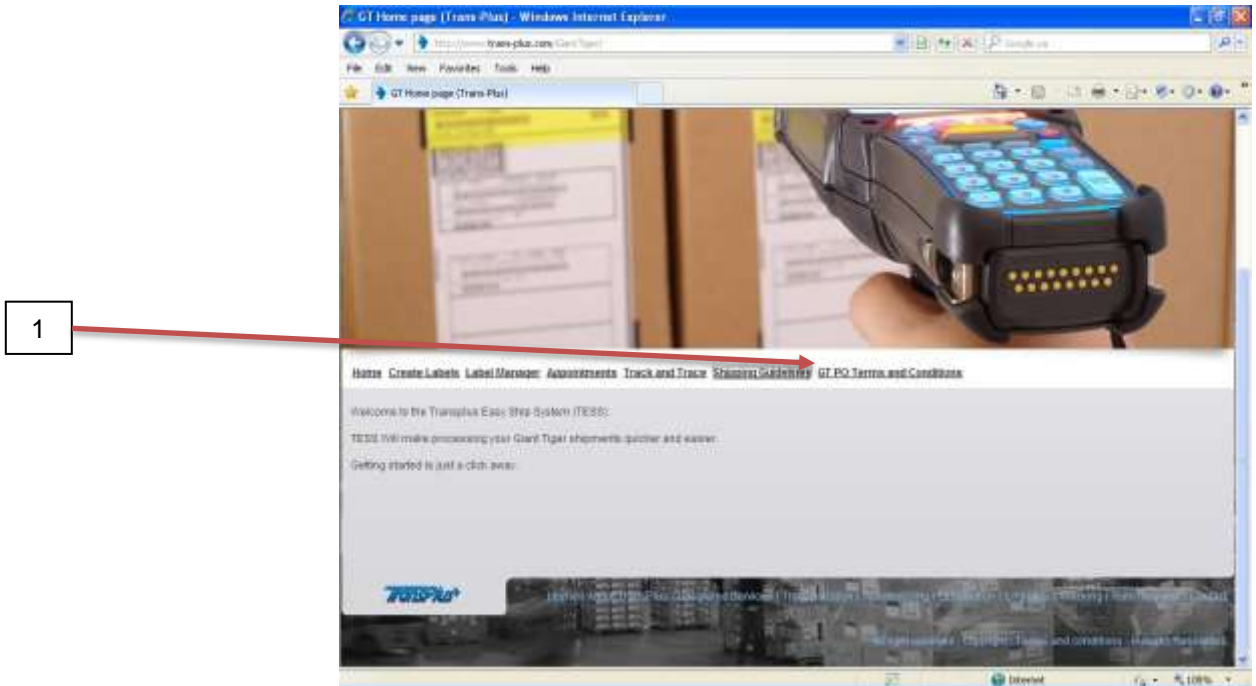

GIANT TIGER STORES LIMITED

MASTER PURCHASE ORDER TERMS AND CONDITIONS
August 1, 2003

As the supplier and/or vendor (herein referred to as "**the Supplier**") of any and all goods or services (collectively "**Goods**") shipped to any of:

    (i)   Giant Tiger Stores Limited;
    (ii)   any of Giant Tiger Stores Limited's franchised stores;
    (iii)   G.T. Wholesale Limited;
    (iv)   The North West Company Inc. or any of their franchised stores;
    (v)   Ottawa Import & Export Limited;
    (vi)   Giant Tiger Stores, Inc. or
    (vii)   any of Giant Tiger Stores, Inc.'s franchised stores,

(such entities being collectively (or, where the context requires or permits, individually) referred to herein as "**GT**"), you agree that you shall be subject to and governed by the terms and conditions set out herein.

PURCHASE ORDERS
No purchase order shall be valid or binding upon GT unless made on a GT authorized purchase order form or commitment order (the relevant document being referred to herein as the "**Purchase Order**") and signed by a duly authorized GT representative. Only the terms and conditions printed on a Purchase Order and this document shall apply (and any terms of sale which may be printed on your price lists or offer are not agreed to by GT). Payment terms are indicated on each Purchase Order. Shipment of Goods shall be deemed as acceptance of such terms and conditions. Any changes to pricing or substitution of Goods will not be accepted without the written agreement of GT and GT requires at least 60 days written notice prior to any price increase. New shipments must refer to new Purchase Orders.

The terms and conditions of the Purchase Order and this document shall survive the transfer of title to and of possession of Goods as well as the termination of this agreement. It is acknowledged and agreed that Giant Tiger Stores Limited is, unless otherwise specified, acting as agent for other GT entities and shall not be liable for debts or liabilities of the GT entities who ordered or for whom were ordered Goods.

9　Expense Offset Policy Charges

Unless specifically indicated, all requirements listed in this manual apply to all "direct-to-store" shipments.
PO shipments will be subject to expense offset policy charges for POs not shipped as per PO supply timelines.

9.1　Expense Offset Policy (EOP) Charges

- Vendors must follow all guidelines listed in this document – vendors unable to comply with the policies described in this manual, must advise us immediately to that effect via email as indicated in Section 1.0 - Introduction.

- Late supply of advertised goods is subject to an EOP and expediting charges – no warning will be granted.

- Minimum first time charge is $200.00 in agreed exchange denomination (CAD or USD).

- Multiple offences are subject to escalating charges.

- Failure to supply goods on time, to a point where all stores cannot possibly receive by flyer break date, will result in a minimal charge of 5% of the value of PO goods being withheld upon payment of PO.

List of EOP offences for direct to store shipments:

EOP Type	EOP #	Issue Type Description	Section #	Offence Cost	Additional Costs
Shipping	010	PO not shipped complete by Cancel Date.	3.2, 8.6.1, 8.9	$200	$200.00 + Air courier to stores and / or 5% of PO value.
Packaging	020	Approved overweight cases must be labeled or printed as follows: • Cases over 50 lbs. / 22.68 kg label indicating "Warning Heavy Case". • Cases over 60 lbs. / 27.21 kg label indicating "Team Lift".	4.3.3, 4.10.3	$200	$40.00 / hour + $1.00 per label
Packaging	030	All items must have valid and correct UPC Codes.	4.14	$200	$40.00 / hour to correct
Shipping	070	Boxes were refused and/or refused boxes not returned to Trans-Plus within 3 business days.	8.8.3	$200	$1.00 per pick unit
Packaging	080	Goods must be packaged in the correct case pack and master pack count as shown on PO.	4.2.1	$200	$1.00 per pick unit
Packaging	090	Goods were not supplied in correct size and color assortment shown on PO or further specified and agreed to in writing.	4.2.1	$200	$40.00 / hour to correct
Packaging	100	Vendor did not provide shipping labels / labels not able to be scanned due to condition / label not facing outwards on pallet.	8.1.2, 8.3.2, 8.3.3	$200	$40.00 / hour to correct
Shipping	110	Vendor failed to adhere to the appointment process, time and/or case quantity as quoted at the time of booking (first offence).	8, 8.10	$0	$1.00 per case
Shipping	110	Vendor failed to adhere to the appointment process, time and/or case quantity as quoted at the time of booking (2nd and subsequent offences)	8, 8.10	$200	+ one dollar per box.
Packaging	600	*Failure to follow ticketing guidelines (per PO).	4.14.1	$200	$0.25 per unit shipped

Packaging	1700	Goods not packaged to withstand the rigors of shipping and repeated handling. Bulging, damaged and/or not able to palletize cases	4.4, 4.7.5	$200	$1.00 per pick unit $40.00 / hour to correct
Shipping	4200	Improperly shipped or packaged ½ pallet configuration.	4.8	$200	$20.00 per pick unit
Shipping	4300	Vendor shipped on ¼ pallets, not accepted.	4.10.2	$200	$20.00 per pick unit
Packaging	5100	No/incorrect amount of desiccant pack shipped within carton. [picture]	4.15.1, 4.15.2	$200	
Misc.	6000	EOP which only carries a warning at this time but is foreseen to be enforceable with a fine in the future.	4	$0	
Packaging	2100	Carton Markings missing required information.	4.5	$200	$1.00 per pick unit
Packaging	2150	Goods not packaged for GTW unidentifiable upon receipt.	4.5	$200	$1.00 per pick unit
Packaging	060	Failure to place item on hanger as instructed on PO	7.1	$200	$0.25 per unit shipped

10 Glossary of Terms

Available to Pick-up Date – the date that the PO's goods must be available to pick-up at the origin indicated on the PO.

Cancel Date – The date at which, if not yet received, the purchase order will be cancelled, subject to the Buying Team's approval.

Carton Pack – The number of retail units within a vendor's most outer case

Expense Offset Policy Charge – A charge applied to recover costs incurred due to vendor and carrier non-compliance with GTW standards and procedures. The minimum charge is $200. Vendors that do not adhere to proper GTW procedures on a continual basis will incur escalating charge-backs, which may be double or triple the initial chargeback and so-on. Expense Offset Policy charges are at the sole discretion of G. T. Wholesale Limited.

Full Pallet – a pallet with full pallet configuration, as previously supplied by the vendor (e.g., if the Tie = 10 and the High = 5, a full pallet consists of 50 cartons).

GTW – G. T. Wholesale Limited

Half (½) Pallet – packaging of goods piled on a pallet measuring 20" x 48" or 24" x 40".

High – the number of layers piled on a pallet.

Inner Pack – the number of retail units stores can order by and grouped together and un-exposed by some form of packaging material (usually sealed cardboard box, sealed plastic bag) within a carton pack.

Must Arrive By Date – The date that the PO's goods are to be delivered by in full

Pallet (type 1) – 4 way white-board pallets, in good condition, measuring 40" wide x 48" long, with no missing, cracked or broken boards or stringers; deemed strong enough to support the load in pallet racking, able to remain in good condition through the rigors of the whole shipping process, and allow material handling equipment to enter/exit pallets easily from all sides.

Pallet (type 2) – Pallets that do not meet criteria of a type 1 pallet

Ship by Date – the date the product can be shipped to the destination.

SKU – Stock Keeping Unit; a unique identification number that defines an item for inventory management purposes.

Reefer – a refrigerated trailer with insulated walls and a self-powered refrigeration unit.

Tie – the number of cases per layer, as they are piled on a pallet.

Tie/High – the total number of cases on a full pallet, equal to the Tie amount multiplied by the High amount.