



UK Shipping Manual

**PLEASE REFRAIN FROM DIRECT CONTACT WITH THE CARRIERS
FOR ALL ENQUIRIES PLEASE CONTACT:
01923 473743 OR LOGISTICS_BVSUK@TJXEUROPE.COM**

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I. WELCOME & CONTACTS

This shipping manual outlines the booking, packing and shipment procedures that TJXE/TK Maxx requires their vendors to follow for collections within the United Kingdom.

Alongside collecting merchandise on TK Maxx vehicles, TJXE/TK Maxx utilise a Nominated Carrier Scheme. The appropriate carrier/s will be allocated to collect on each occasion you make a booking.

This manual details all you need to know about how to use documentation, how to prepare your goods and how to arrange a collection. Adhering to the manual will ensure that your goods are collected and your merchandise arrives quickly and safely at our Processing Centres.

The manual is split into preparing palletised, loose, hanging and mixed loads. There is also a section with specific instructions for certain types of goods (e.g. furniture, rugs, art, mirrors, ceramics, liquids) as well as a guide to booking your goods in for collection on our WebBook system. Please read all sections related to the goods you will be booking in for collection to ensure a smooth collection and delivery process. It will also assist us in paying your invoice promptly. **You should read this manual and distribute it to all of your staff who have responsibility for packaging, shipping, distribution and order processing.**

If you have any queries regarding preparation and collection once you have read the manual, please do not hesitate to contact the TJX UK Buyer Vendor Support Team for assistance on **01923 473743** or email logistics_bvsuk@tjxeurope.com. Office hours for this number are 08:00-17.00. If you have a query outside of these times, please leave a message and you will receive a response within one working day.

For invoice queries please contact accountspayable_queries@tjxeurope.com or call **01923 473984**.

For pre-ticket issues please contact tkmaxx_preticket@tjxeurope.com or call **01977 669136**.

For store ready issues please contact logistics_bvsuk@tjxeurope.com or call **01923 473743**.

2. PURCHASE ORDER (PO)

Once a deal has been made, you will receive two documents via email from the buyer, confirming the details of the order.

The first document you will receive is an **Order Confirmation (shown below)**. This document simply confirms, at a total level, what has been purchased and the terms which they have been bought under i.e. shipping dates, freight terms etc.

TJX EUROPE THE JAVANIGAMUS INC.		ORDER CONFIRMATION		Vendor No	Vendor:	Ref #
This order is subject to all terms and conditions stated on TJXLogistics.com website						
Dept No	Ref Number	Total Units	Cost Currency	Payment Terms	Payment Method	Payment Days
Order Date	Start Ship Date	Cancel if not received by Consolidator	Freight Terms	Ship Via	Collection Point UK	<p>IMPORTANT:</p> <p>Your Purchase Order documents with Invoicing and Packaging Instructions will follow shortly.</p> <p>Do NOT pack, book or invoice until you have received these instructions.</p> <p>In the unlikely event that you do not receive these instructions by the end of the next working day, please contact our order administration team on</p> <p>Tel: +44 (0) 1923 475746</p>
Agent	Agent No	Origin Country	Exiting Country	Inspection Required?	Inspection By	
Sampling		Pre-ticket?	Ticket Date	Special Vendor Instructions		
Praproducton	Production					
Order Type		Preticketing Address		Preticketing Instructions		
Stock	Production					
Packing Instruction						
Supplier	Store Ready					

Supplier Verification:	Date:	Buyer:	Date:
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PLEASE SIGN AND RETURN TO TJX EUROPE BY POST OR FAX

TJX EUROPE THE JAVANIGAMUS INC.		ORDER CONFIRMATION		Vendor No:	Vendor:	Ref #										
This order is subject to all terms and conditions stated on TJXLogistics.com website																
Page Line	Brand	Colour	Description	Vendor Style	Units	Local Cost	£ RRP	Where Sold UK	When Sold UK	€ RRP	Where Sold DEU	When Sold DEU	Vendor Pack	Store Ready	ENS Code	Age Retr
1-1																
1-2																
1-3																
1-4																
1-5																
1-6																
1-7																

VENDOR COPY

The second document you will receive (shown on next page) is the actual order document, titled **TJX Europe Invoicing and Packaging Instructions**. This is the document you will use when packing, booking and shipping your orders.

If you do not receive the below document within 24 hours of receiving the order confirmation, please contact your buyer.

In all correspondence please use your eight digit PO number.

In case you find discrepancies in Total Units, Freight Terms or Exiting Country to your original PO please contact the according buyer.

TJX Europe can split your orders into POs beginning with 50 and POs beginning with 55. **Please ensure to always handle 50-POs and 55-POs seperately in regards to packing and invoicing.**

TJX Europe Invoicing and Packaging Instructions									
Vendor No:					Vendor:				
This order is subject to all terms and conditions stated on TJXLogistics.com website and to the vendor instructions below									
Dept No	Ref Number	Order Date	Start Ship Date	Cancel if not received by Consolidator	Freight Terms	Ship Via	Total Units	PO 50	PO 55
Packing Instruction		Pre Ticketing Instructions			Vendor Instructions				
Supplier		Pre-pack							
Invoice Instructions			Packing and Marking			Packing your goods for dispatch			
<p>To be despatched with PO#</p> <p>VENDOR COPY</p>									

Please book in your orders in between Start Ship and Cancel Date.

Freight Terms:
EXW: Our freight forwarder will collect the goods

If agreed with the buyer:
Pre-tickets are tickets you receive to attach to the goods prior to packing them.

Here, please find the Buying Company in correspondence to the exiting country.

Exiting Country	Company Name	VAT No
United Kingdom	TJX UK	GB662563524

All orders from UK need to be invoiced with VAT.
You will not receive a certificate of shipment.
For questions about invoicing please contact accountspayable_queries@tjxeurope.com

3. PRETICKET AND STORE READY POS

3A. Pre-ticket Orders

Pre-ticket orders are orders which require you to apply the tickets before packing and loading the goods. Your buyer will have made you aware of the pre-ticket expectation at point of order negotiation if you are required to ticket your goods. It is also detailed on your Purchase Order. You will receive these tickets, along with placement and style matching instructions prior to the booking-in window. These tickets are applied to individual units and are in addition to all other forms of labelling specified in this manual. Please tick 'Pre-Ticket' on the carton label to indicate these orders are pre-ticketed.

If you have any queries or issues with pre-tickets or pre-ticket placement please contact the TJX pre-ticket team at tkmaxx_preticket@tjxeurope.com or call **01977 669136**.

3B. Store Ready & Vendor Pack

Store Ready and Vendor Pack are methods of packing whereby a predefined quantity of units is to be packed in a specific order or format. Your buyer will have made you aware of the packing expectation at point of order negotiation and if you are required to pack in this way. Store Ready PO's must also have pre-tickets attached.

The required quantities/format for Store Ready and Vendor Pack is shown on page 2 of the Purchase Order PDF that is received. The number entered in the **Store Ready or Vendor Pack column** shows the number of units that are required to be packed at style/line level. The column headed 'ENS Code' defines the carton that the product should be packed within. If certain styles/lines are required to be packed within the same carton, this will be indicated with an alphabetical letter. A change in letter indicates a change in carton required. If the 'ENS Code' is left blank, then this indicates that all styles are required to be packed in the same carton, in the quantities defined in the Store Ready column.

In the example below, a quantity of 2 is required to be packed for each of the 7 lines, with the first 4 lines packed within 1 carton, and the last 3 lines packed within another. This should be repeated to fulfil the full order of 200 units of each line.

If you have any queries or issues with Store Ready please contact at logistics_bvsuk@tjxeurope.com or call 01923 473743.

TJX EUROPE		PURCHASE ORDER		Order Confirmation, Invoicing and Packaging Instructions										Ref #	
THE TJX COMPANIES INC.		This order is subject to all terms and conditions stated on TJXLogistics.com website and to the vendor instructions below										Page 2 of 2			
Page Line	Brand	Colour	Description	Vendor Style	Units	Local Cost	£ RRP	Where Sold UK	When Sold UK	Vendor Pack	Store Ready	ENS Code	Age Rstr		
1-1	DRIFT KING		Fontenay ROYAL BLUE		200						2	A	N		
1-2	DRIFT KING		Taylor AQUA								2	A	N		
1-3	DRIFT KING		ALABAMA ECRU								2	A	N		
1-4	DRIFT KING		ASHBY RED								2	A	N		
1-5	DRIFT KING		BEARCAT NAVY								2	B	N		
1-6	DRIFT KING		BURNOUT RED								2	B	N		
1-7	DRIFT KING		CARBON ECRU								2	B	N		
											2	A	N		
											2	B	N		
											2	B	N		
											2	B	N		

4. PREPARATION OF PALLETISED LOADS

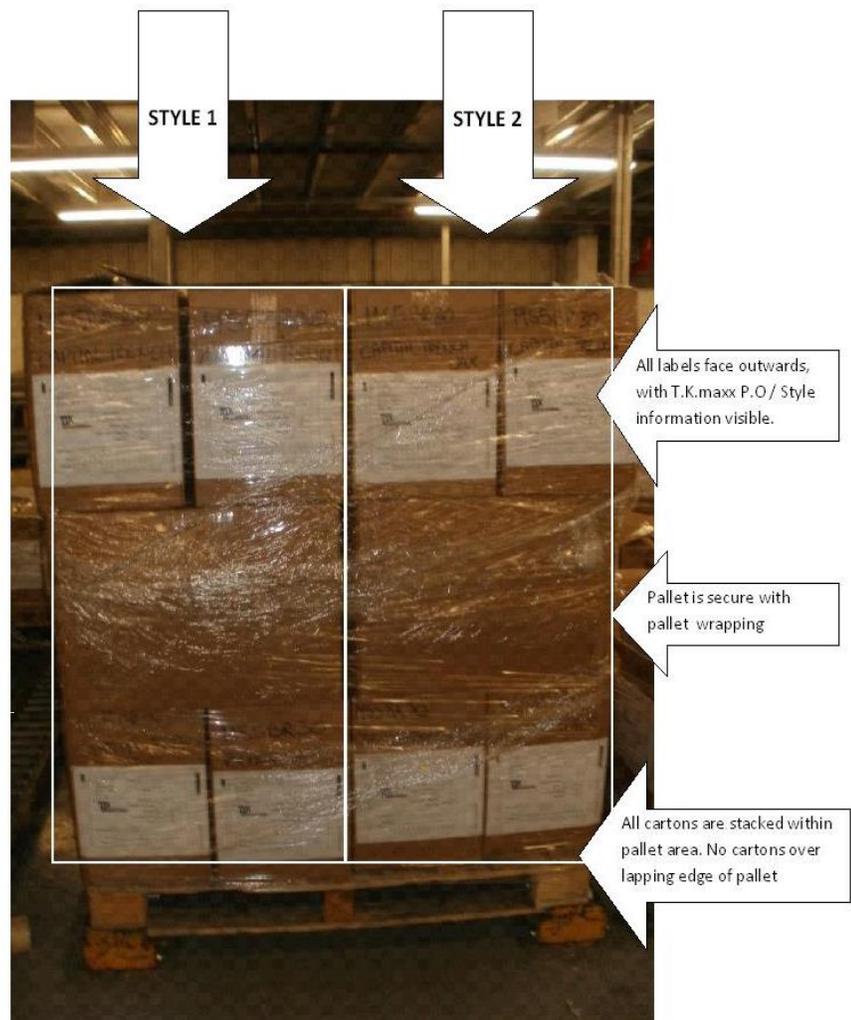
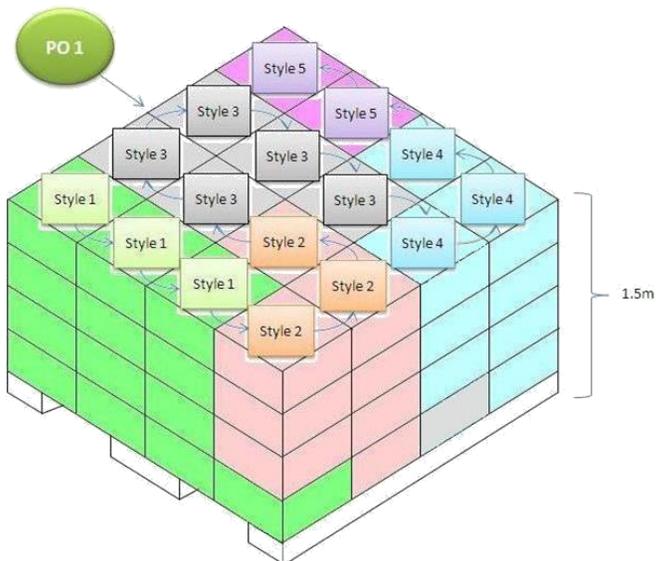
4A. Labelling

- Each PO, carton and pallet must be labelled separately.
- To label your cartons please use the label shown in the appendix (1). This can be found in Excel format on www.tjxlogistics.com. Alternatively, contact logistics_bvsuk@tjxeurope.com for a copy.
- It is not necessary for you to use this template but please ensure all information fields are included if using an alternative label. Please ensure PO number is the most prominent field on all carton labels.
- The carton labels should be at least A5 in size and be visible from the outside of the carton.
- Order details can be found on your PDF order sheet. **All Purchase Order Numbers (POs) are 8 digits long and will have a prefix of either 50 or 55 - please include the full order number on all labels.**
- In the address 'To' field, it is sufficient to state 'TJX Processing Centre'.
- If there is one carton with a different number of units in, please label this carton 'Odd Pack'. For example, if packing 20 units in cartons of 3, the carton with the remaining 2 units in should have an 'Odd Pack' label attached.
- Please only complete the size/quantity sections on the label if these are relevant to the product
- Please ensure the style number is clearly marked on all labels.
- For fragile items please ensure each carton is labelled as 'FRAGILE'. Where appropriate, please use 'This Way Up' labels and 'Arrows Up' symbols on all inner and outer cartons.
- If a purchase order contains products that are co-ordinates of each other, i.e. lamp base and shade, table top and table bottom, the carton label must be marked to identify these pieces. The product style number or description should be detailed on the carton label along with the carton set count i.e. 1 of 2, 2 of 2. **Please be sure to clearly distinguish between the set count and the carton count for the whole order on the carton label.**
- In addition to labelling each carton, please label each pallet with the PO Number, Department number & Carton quantity. Please attach a copy of this label to each side of the pallet.

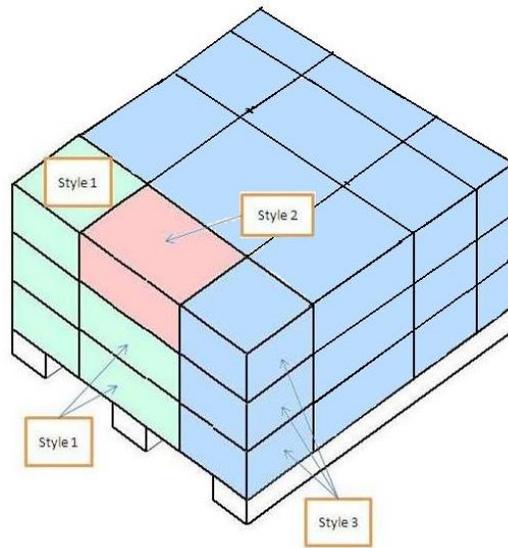
4B. Packing

- Each PO must be packed separately.
- **We do not accept mixed PO's on a pallet.**
- For rugs, mirrors, art, furniture, ceramics, liquids etc. please refer to the section on your goods type in addition to the below for details on how to pack the goods.
- Whole styles must be packed together within a carton. **Please do not mix styles in a carton**, unless 'Vendor Pack' or 'Store Ready' (see pg 6). If this is necessary for carton optimisation, please keep the number of mixed cartons to a minimum and clearly label the carton as 'mixed styles'. Please use dividers within the carton to separate styles.
- Where possible, please use recyclable materials to pack goods and do not use any packaging over and above what is needed to prevent damage to the products.
- Please seal all cartons with tape.

- Each carton must be transportable. In case one carton exceeds the weight of 25kg, please mark the carton as 'Heavy' and label with a '2 Man Lift' symbol (this is for unloading purposes only). Please also include in the special instructions when booking.
- Please ensure all 'This Way Up' labels are adhered to when loading on to the pallet.
- Overhanging pallets will not be accepted.
- A pallet must not exceed 1.5metres in height.
- A good standard of pallet is required – a standard UK pallet of base dimensions 1mx1.2m.
- Please note pallets cannot be exchanged and we cannot return Chep pallets.
- Please shrink wrap all pallets using only transparent shrink wrap and attach a pallet label to each side of the pallet, on the outside of the shrink wrap. This should be in addition to the carton labels.
- For each PO please attach a packing list within carton 1 of the order. An example packing list can be found in the appendix (2).
- Please **load one PO per pallet**.
- Please load heavier cartons at the bottom of the pallet and lighter cartons on top.
- Cartons need to be loaded on a pallet in style order (as in following diagram)

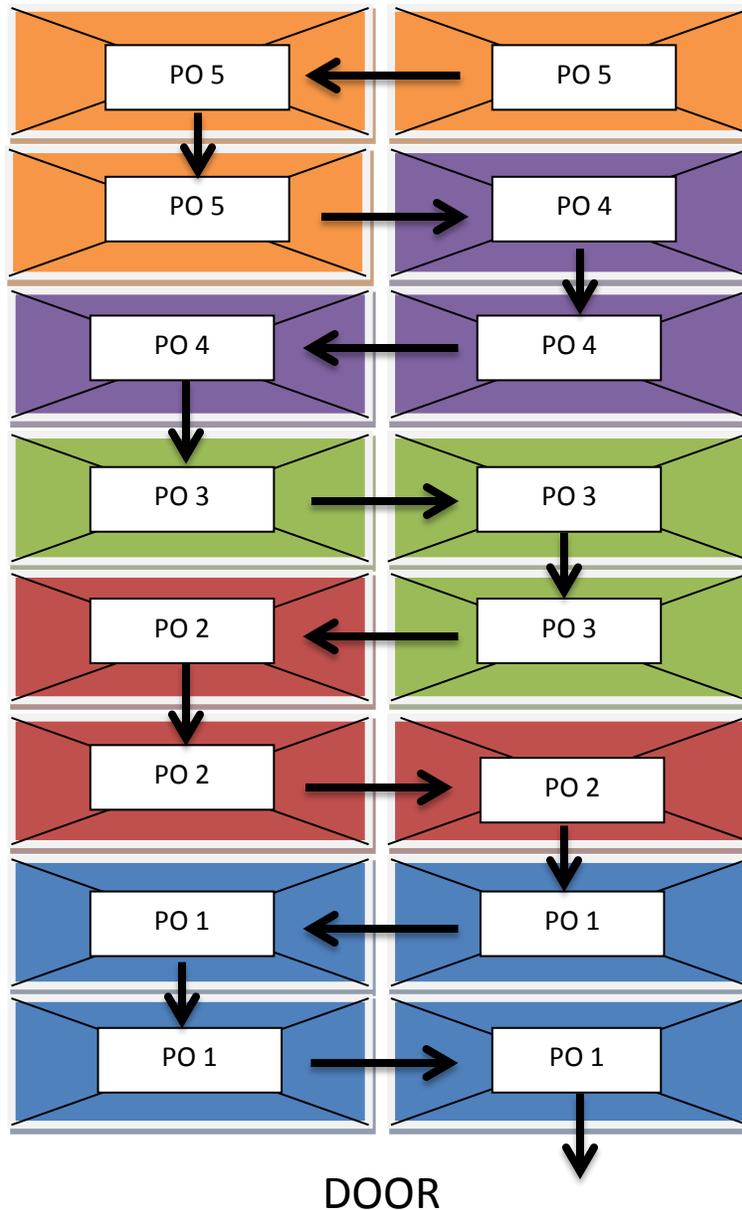


- For a PO with a small quantity of styles please load as below:



4C. Loading

- When loading the trailer, please load in PO and style order, ensuring pallets relating to the same PO number are grouped together as in the birds eye diagram below:



- Please do not double stack pallets on the trailer.
- Please only load the goods detailed on the collection note presented by the driver.**
- If loading different quantities to those presented on collection note, please ensure you physically amend the collection note accordingly.
- If goods are being loaded on to multiple vehicles, please ensure POs are not split across more than one vehicle, unless the order is over a full trailer load.

5. PREPARATION OF LOOSE CARTON LOADS

5A. Labelling

- Each PO and carton must be labelled separately.
- To label your cartons please use the label shown in the appendix (1). This can be found in Excel format on www.tjxlogistics.com. Alternatively, contact logistics_bvsuk@tjxeurope.com for a copy.
- The carton labels should be at least A5 in size and be visible from the outside of the carton.
- It is not necessary for you to use this template but please ensure all information fields are included if using an alternative label. Please ensure PO number is the most prominent field on all carton labels.
- Order details can be found on your PDF order sheet. **All Purchase Order Numbers (POs) are 8 digits long and will have a prefix of either 50 or 55 - please include the full order number on all labels.**
- In the address 'To' field, it is sufficient to state 'TJX Processing Centre'.
- Where possible please use different coloured stickers to differentiate between POs – for example: red stickers on PO 1, blue stickers on PO 2 etc.
- If there is one carton with a different number of units in, please label this carton 'Odd Pack'. For example, if packing 20 units in cartons of 3, the carton with the remaining 2 units in should have an 'Odd Pack' label attached.
- Please only complete the size/quantity sections on the label if these are relevant to the product.
- Please ensure the style number is clearly marked on all labels.
- For fragile items please ensure each carton is labelled as 'FRAGILE'. Where appropriate, please use 'This Way Up' labels and 'Arrows Up' symbols on all inner and outer cartons.
- If a purchase order contains products that are co-ordinates of each other, i.e. lamp base and shade, table top and table bottom, the carton label must be marked to identify these pieces. The product style number or description should be detailed on the carton label along with the carton set count i.e. 1 of 2, 2 of 2. Please be sure to clearly distinguish between the set count and the carton count for the whole order on the carton label.

5B. Packing

- Each PO must be packed separately.
- For rugs, mirrors, art, furniture, ceramics, liquids etc please refer to the section on your goods type in addition to the below for details on how to pack the goods.
- Whole styles must be packed together within a carton. **Please do not mix styles in a carton**, unless 'Vendor Pack' or 'Store Ready' (see pg 6). If this is necessary for carton optimisation, please keep the number of mixed cartons to a minimum and clearly label the carton as 'mixed styles'. Please use dividers within the carton to separate styles.
- Where possible, please use recyclable materials to pack goods and do not use any packaging over and above what is needed to prevent damage to the products.

- Please seal all cartons with tape.
- Each carton must be transportable. In case one carton exceeds the weight of 25kg, please mark the carton as ‘Heavy’ and label with a ‘2 Man Lift’ symbol. This is for unloading purposes only. Please also include in the special instructions when booking.
- For each PO please attach a packing list to the outside of the first carton of the order. An example packing list can be found in the appendix (2).

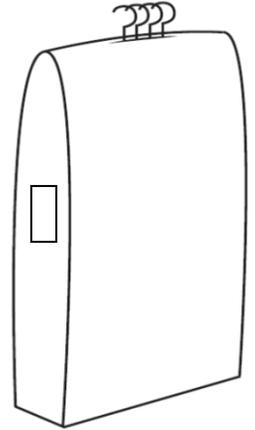
5C. Loading

- Please ensure all ‘This Way Up’ labels are adhered to when loading on to the trailer.
- When loading the trailer, please load in PO and style order, ensuring cartons are snake loaded as in the below birds eye diagram.



- Please load heavier cartons towards the bed of the trailer and lighter cartons on top.
- Please ensure the load is as stable as possible.
- Please only load the goods detailed on the collection note presented by the driver.
- If goods are being loaded on multiple vehicles, please ensure POs are not split across more than one vehicle, unless the order is over a full trailer load.

6. PREPARATION OF GOODS ON HANGERS



6A. Labelling

- Each PO and set (bundles of one style) must be labelled separately.
- To label the hanging sets please use the label shown in the appendix (1). This can be found in Excel format on www.tjxlogistics.com. Alternatively, contact logistics_bvsuk@tjxeurope.com for a copy.
- The labels should be at least A5 in size and be attached to the side of the set as in the diagram.
- It is not necessary for you to use this template but please ensure all information fields are included if using an alternative label. Please ensure PO number is the most prominent field on all carton labels.
- Order details can be found on your PDF order sheet. **All Purchase Order Numbers (POs) are 8 digits long and will have a prefix of either 50 or 55 - please include the full order number on all labels.**
- In the address 'To' field, it is sufficient to state 'TJX Processing Centre'.
- Where possible please use different coloured stickers to differentiate between POs – for example: red stickers on PO 1, blue stickers on PO 2 etc.
- Please only complete the size/quantity sections on the label if these are relevant to the product. Please ensure the style number is clearly marked on all labels.

6B. Packing

- Each PO must be packed separately with only one PO per set.
- Whole styles must be packed together within a set. Please do not mix styles in a set. If this is necessary for hanger optimisation, please keep the number of mixed sets to a minimum and clearly label the set as 'mixed styles'.
- Where possible, please use recyclable materials to pack goods and do not use any packaging over and above what is needed to prevent damage to the products.
- Please seal hanging goods with a transparent casing and fix these with a solid hanger or bind the casing together on top of the hangers.
- Single sets should not exceed a width of 25cm.
- For each PO please attach a packing list to the outside of the first set of the order. An example packing list can be found in the appendix (2).

6C. Loading

- When loading the trailer, please load in PO and style order.
- Please ensure removable bars are used to hang goods from.
- Please only load the goods detailed on the collection note presented by the driver.
- If goods are being loaded on multiple vehicles, please ensure POs are not split across more than one vehicle, unless the order is over a full trailer load

7. PREPARATION OF MIXED LOADS (EG. PALLETISED & LOOSE)

7A. Labelling

- Please label all goods with the carton label – as detailed in the instructions for the specific handling type in section 4, 5 or 6.

7B. Packing

- Please pack all goods as detailed in the instructions for the specific handling type in section 4, 5 or 6.
- For rugs, mirrors, art, furniture, ceramics, liquids etc please refer to the section on your goods.

7C. Loading

When loading mixed goods, please keep handling types together. For example, do not load loose cartons followed by pallets followed by more loose cartons. Please refer to the loading section (4, 5, 6) for the specific handling type then load in the following manner:

- Loose and palletised loads
 - Please load in PO and style order.
 - Load loose cartons first, followed by pallets.
 - Do not load loose cartons on top of palletised goods unless otherwise directed by TJX/TK Maxx.
 - Please only load the goods detailed on the collection note presented by the driver.
 - If goods are being loaded on multiple vehicles, please ensure POs are not split across more than one vehicle, unless the order is over a full trailer load
- Goods on hangers and palletised loads
 - Please load in PO and style order.
 - Load pallets first, followed by goods on hangers. Please try to load goods on hangers on multiple rails to the height of the trailer.
 - Do not load goods on hangers above pallets unless otherwise directed by TJX/TK Maxx.
 - Please only load the goods detailed on the collection note presented by the driver.
 - If goods are being loaded on multiple vehicles, please ensure POs are not split across more than one vehicle, unless the order is over a full trailer load
- Goods on hangers and loose cartons
 - Please load in PO and style order.
 - Load loose cartons securely first, followed by goods on hangers. Please try to load goods on hangers on multiple rails to the height of the trailer.
 - Do not load goods on hangers above loose cartons unless otherwise directed by TJX/TK Maxx.
 - Please only load the goods detailed on the collection note presented by the driver.
 - If goods are being loaded on multiple vehicles, please ensure POs are not split across more than one vehicle, unless the order is over a full trailer load

- Goods on hangers, loose cartons and pallets
 - Please load in PO and style order.
 - Load loose cartons first, followed by pallets, followed by goods on hangers. Please try to load goods on hangers on multiple rails to the height of the trailer.
 - Do not load loose cartons on top of pallets or loose/palletised goods underneath goods on hangers – unless otherwise directed by TJX/TK Maxx.
 - Please only load the goods detailed on the collection note presented by the driver.
 - If goods are being loaded on multiple vehicles, please ensure POs are not split across more than one vehicle, unless the order is over a full trailer load

8. SPECIFIC REQUIREMENTS

This is an **overview** of requirements for certain product types. For more specific information please refer to the packaging instructions provided with the order.

8A. Framed Art, Mirrors, Wall Décor and Wall Accessories

- Please ensure all glass surfaces are suitably protected – ideally with Styrofoam or bubble wrap.
- Ensure all inner and outer cartons have ‘FRAGILE’ and ‘This Way Up’ labels clearly visible.
- Use corner protectors on wall décor, mirrors and framed art.
- For non-traditional shaped mirrors please place in a display box secured with Styrofoam.
- Please cover hanging apparatus with cardboard to prevent damage to other items.
- Where possible please palletise goods on their side (do not lie flat) and use large cardboard corners to stabilise.
- When loading the trailer please load parallel to the sides of the trailer – do not load goods flat on the trailer bed.
- Where the weight is over 25kg, please apply a ‘2 Man Lift’ symbol. This is for unloading purposes only.

8B. Furniture

- Please use foam corner protection for marble, stone and glass products.
- Corrugate cardboard corner protection is suitable for goods made from other materials.
- Please wrap and protect all legs using corrugate or foam wrap. Where legs are 6 inches or longer, they must be braced.
- Chairs must be packed in boxes. Chairs can be packed seat to seat but please protect the top of back rests and corners.
- All furniture fixings should be in a fluorescent bag.
- Where the weight is over 25kg, please apply a ‘2 Man Lift’ symbol. This is for unloading purposes only.
- When loading the goods, please keep co-ordinating items together. For example, table tops and table legs.

8C. Ceramics and glassware

- All cartons must consist of 3 layers of linerboard and 2 intermediate flutes known as 3-ply or double wall.
- For ceramic items loaded in the same carton, please use bubble wrap, Styrofoam, polyair pillows or corrugate partitions to protect goods.
- Ensure all inner and outer cartons have ‘FRAGILE’ and ‘This Way Up’ labels clearly visible.

8D. Liquids & Oils (if shipping alcoholic products please contact logistics_bvsuk@tjxeurope.com)

- Please use bubble wrap or Styrofoam to protect individual bottles.
- Use corrugated partitions to separate items.
- For all pump bottles, please use shrink wrapped plastic neck collars.

8E. Rugs

- Large rugs should be rolled, with the pattern facing the inside and the knotting/back facing out.
- Place rugs in individual clear plastic bags, securing the bag with a bar lock tie.
- Please do NOT load in burlap bags or bags made of natural fibres.
- When loading on the trailer please place rugs on pallets, one PO per pallet, in style order up to the maximum height of 1.5m.
- Please see below for an example:



8F. Cushions

- Cushions should be packed in individual clear plastic bags with carton labels attached.
- Where possible, please use stillage to secure the load. If this is not available, please use cardboard corners on the pallet and shrink wrap the goods using transparent shrink wrap.
- Bags should be loaded on pallets, one PO per pallet, in style order.

*8G. Jewellery***SUMMARY**

1. Examine our orders and divide them into “To Assay” and “No Assay” groups - This is marked in the “Special Supplier Instructions” box on our orders.
2. Do not mix “To Assay” and “No Assay” products in any one shipment as they are to be despatched separately.
3. Email invoices / packing lists to TK Maxx’s Logistics Dept (Details below) requesting permission and method to despatch.

Packing:

- Articles should be well packed in packages sufficiently strong to prevent damage in transit.
- Boxes should not be overloaded.
- Boxes may have lids or have locking end flaps. If lidded boxes are used, the lid of the box must be taped to the body of the box.
- Whether the box used is lidded or has locking end flaps, the box must be deep enough to hold the jewellery-boxed product without causing the top or bottom surface to bulge. These surfaces must be completely flat when closed.
- A packing slip must be affixed to the inside flap of each carton. This packing slip must list the numbers and the types of items submitted so that the Assay Office can check the contents of the packet against the packing slip.
- Each packing slip should cover just one standard of metal i.e. sterling/925 silver, 375/9ct gold etc. The packing slip must detail a breakdown of the metal indicating style numbers.
- The weight of each box must be marked on the packing slip.
- Please mark each carton “Packing Slip Enclosed”
- The outside of the carton must have the following information:
 1. TK Maxx Purchase Order Number/s
 2. Quantity Enclosed
 3. Dept. 76 must be marked on the outside of the carton

For security reasons do not put any descriptions of the carton contents on outside of boxes.

- Cartons must be sealed with tape.
- Chains should be in bundles tied in two places with plastic coated wire.
- It is helpful if articles are sorted into similar types when submitted. For example, if the packet consists of rings of different patterns or sizes, these should be separated into lots of similar pattern or size.
Articles submitted for hallmarking must be complete; i.e. all parts which are to be incorporated in the finished article other than non-metallic parts must be submitted.

Before you dispatch any purchase orders to TJX Europe please ensure the following:

1. Gold & Silver Jewellery

- Check gold and silver items are marked with the approved UK or Convention hallmarks, as per the attached *Jewellery & Watches – Hallmarking & Safety Requirements* guidance. If not, please notify the buyer as the items will need to be submitted to the UK Assay office for hallmarking.
- Each gold or silver item must be packed individually in a self-sealing poly bag and clearly labelled with the SKU number.
- Group items by SKU number and place them into a master poly bag. Master poly bags must be clearly labelled with the SKU number and contain up to a maximum of 50 items. Gold items must be separated from silver items for assaying and hallmarking purposes.
- Silver items must be Rhodium plated and/or have an anti-tarnish finish. Use only “poly tabs” anti-tarnishing strips. Any items received that are tarnished or tarnish while in our warehouse will be returned for a full credit.

2. Costume Jewellery

- Each costume jewellery item must be packed individually in a self-sealing poly bag and clearly labelled with the SKU number.
- Group items by SKU number and place them into a master poly bag. Master poly bags must be clearly labelled with the SKU number and contain up to a maximum of 50 items.

3. Watches

- Watches must be packed in individual boxes to prevent damage in transit and be clearly labelled with the SKU number.
- Watches must be accompanied with their individual guarantee certificate and user instructions which must be enclosed in their individual presentation cases.
- Battery operated watches must be provided with operational batteries that last for at least 12 months. Please ensure battery operated watches have plastic stoppers or pull out the watch pins to prolong the life of the battery.

4. Nickel, Lead, Cadmium & AZO Dyes Restrictions

- You must provide written confirmation that all jewellery and watches supplied to TJX Europe comply with the nickel, lead, cadmium and AZO Dye restrictions, as per the attached *Jewellery & Watches – Hallmarking & Safety Requirements* guidance.

5. Brand/IP Rights

- Branded jewellery articles or watches must be genuine and not violate the patent, trademark, copyright or other proprietary rights of any third person or entity.

Important Notice: Any additional costs incurred by TJX Europe as result of the vendor’s failure to comply with the above requirements shall be reimbursed to TJX Europe in full.

Hallmarking & Safety Requirements

This document is not an authoritative interpretation of the law and is intended only for guidance. It is the vendor's responsibility to ensure products supplied to TJX Europe conform to European Legislation and Safety Standards and shall indemnify TJX Europe in full for any costs resulting from failure to comply.

1. Gold & Silver Jewellery

1.1. Hallmarking Requirements

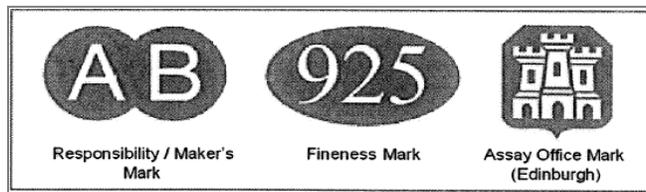
The **Hallmarking Act 1973** requires all articles described as being made wholly or partly of gold or silver to be marked with the approved **United Kingdom hallmarks** or the **Convention hallmarks** before they can be offered for sale in the **United Kingdom**. The law applies to all gold and silver articles regardless of where they may have been manufactured. The hallmarking requirements do not apply to the following:

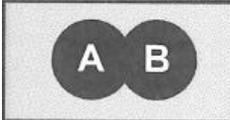
- Articles made of **gold** that **weigh** less than **1 gram** (excluding stones)
- Articles made of **silver** that **weigh** less than **7.78 grams** (excluding stones)

Note: Gold and silver articles which are not marked with the approved hallmarks must be submitted to a **United Kingdom** or **Convention Assay Office** for hallmarking before they can be offered for sale.

1.1.1. United Kingdom hallmarks

The United Kingdom hallmark consists of three compulsory marks. The following is an example:



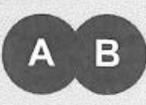
United Kingdom Hallmarks			
Responsibility / Maker's	Fineness (Purity Mark)		Assay Office Mark
 <i>Example</i>	Gold	Silver	 London  Birmingham  Sheffield  Edinburgh
	375 9 carat	800	
	585 14 carat	925 Sterling	
	750 18 carat	958 Britannia	
	916 22 carat	999	
	990		
	999		

1.1.2. Convention hallmarks

The Convention on the Control and Marking of Articles of Precious Metals (also known as the “Hallmarking Convention” or “Vienna Convention”) is an international treaty between the following countries: **Austria, Cyprus, Czech Republic, Denmark, Finland, Hungary, Ireland, Israel, Latvia, Lithuania, Netherlands, Norway, Poland, Portugal, Slovak Republic, Slovenia, Sweden, Switzerland** and the **United Kingdom**.

Gold and silver articles marked with the Convention hallmarks are legally recognised and acceptable in all Convention countries. A Convention hallmark consists of four marks. The following is an example:



Responsibility	Common Control		Fineness (Purity)		Assay Office Mark
 Example	Gold	Silver	Gold	Silver	 Austria  Cyprus
			375	800	 Czech Republic  Denmark
			585	830	 Finland  Hungary  Ireland
			750	925	 Israel  Latvia
			916	999	 Lithuania  Netherlands
			999		 Norway  Poland
					 Portugal
				 Slovenia	
				 Slovak Republic  Sweden  Switzerland	
				 United Kingdom	

2. Nickel, Lead, Cadmium & AZO Dye Restrictions

The **Registration, Evaluation, Authorisation and Restriction of Chemical Substances Regulation (REACH) EC 1907/2006** imposes the following restrictions:

- **NICKEL** – Nickel release from **jewellery articles** intended to come into **direct and prolonged contact with the human skin** (i.e. earrings, body piercing items, bracelets, necklaces, chains, rings, anklets, wrist watches, cufflinks and metal beads) **must not exceed 0.5 µg/cm²/week** (migration limit). The limit is reduced to **0.2 µg/cm²/week** for **post assemblies** used in **piercing items**.
- **CADMIUM** – Cadmium content in **jewellery articles** intended to come into **direct and prolonged contact with the human skin** (i.e. earrings, body piercing items, bracelets, necklaces, chains, rings, anklets, wrist watches, cufflinks and metal beads) **must not exceed 100 mg/kg (100 ppm)** by weight of the metal part the article.
- **LEAD** – Lead content in **jewellery articles** intended to come into **direct and prolonged contact with the human skin** (i.e. earrings, body piercing items, bracelets, necklaces, chains, rings, anklets, wrist watches, cufflinks and metal beads) **must not exceed 500 mg/kg (500 ppm)** by weight of the metal part of the article.
- **AZO DYES** – AZO Dyes in **textile and leather parts** of **jewellery articles** intended to come into **direct and prolonged contact with the human skin** (i.e. wrist watch straps) **must not exceed 30 mg/kg (30 ppm)** by weight of the textile/leather part of the article.

Note: *“Direct and prolonged contact with the human skin” means touching the skin under normal use for continuous periods of time.*

Vendors must ensure that all jewellery articles (including gold, silver, costume jewellery and watches) supplied to TJX Europe comply fully with the above requirements.

Detailed information and guidance on the **Hallmarking Act 1973** and **REACH Regulation** can be found on the **Birmingham Assay Office** official website: <http://www.theassayoffice.co.uk>

9. BOOKING AND SHIPPING PROCEDURE

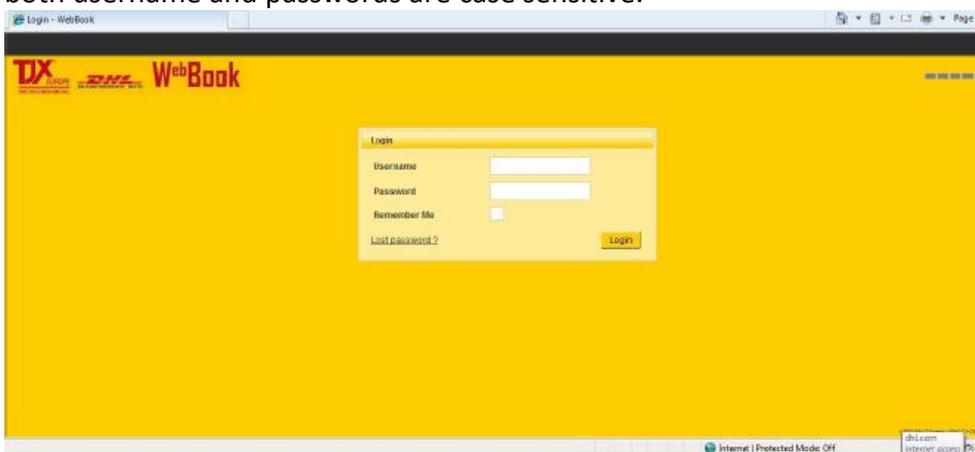
Once goods are packed and ready to be collected you will need to request a collection using the online booking system – Webbook. The website for this is <http://tjxeu-traffic.com>. Each vendor has a secure log-in to ensure that only those orders applicable to your organisation are visible. It is your responsibility to ensure all information is up to date.

9A. New Vendors

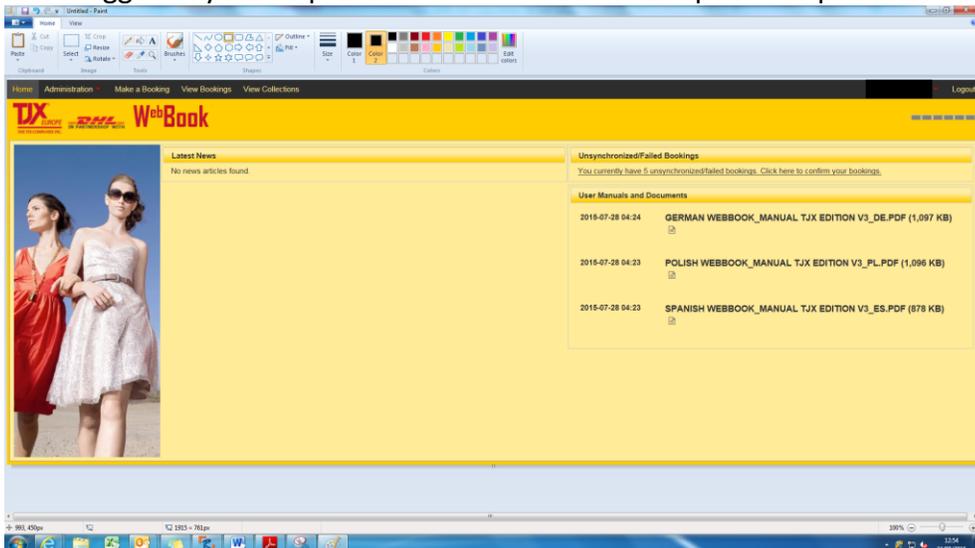
As a new vendor you will need to obtain your user name and password by filling in the 'New Vendor Form' (Appendix 3) and sending the completed form to logistics_bvsuk@tjxeurope.com. A username and password takes at least 24 hours to obtain and will be sent by an automated email. This timescale can increase if your orders have not been processed by the buying department.

9B. Login

If you are a returning vendor or you have received your username (beginning VND) and password via email you can log on to the website (<http://tjxeu-traffic.com>) using the below screen. Please note both username and passwords are case sensitive.



Once logged in you are presented with a number of options as per the below screen:



9C. Editing your Profile

- To edit your user profile click on your username next to the logout button and select 'Edit My Profile'
- You can change your password and email addresses on the below screen.
- It is not possible to change your username; this will always be your unique vendor number beginning VND.

The screenshot displays the 'Edit My Profile' interface. At the top, there is a navigation bar with links: Home, Administration, Make a Booking, View Bookings, View Collections, and Logout. The main header features the TJX Europe logo and 'WebBook' branding. The content area is split into three columns. The left column has a 'Latest News' section with the message 'No news articles found.' The middle column contains an 'Unsynchronized/Failed Bookings' section with a link to confirm bookings. The right column lists 'User Manuals and Documents' with three entries: German, Polish, and Spanish manual PDFs. Below these is the 'Edit My Profile' form, which includes a password expiration notice, a 'Username' field (pre-filled with 'VND'), and input fields for 'First Name', 'Surname', 'Email Address', 'Confirm Email Address', 'Current Password', 'New Password', and 'Confirm New Password'. A checked checkbox indicates the user wants to change their password. A 'Save' button is positioned at the bottom right of the form.

9D. Collection Addresses

- Collection addresses are used during the booking process to tell the carrier where to pick the goods up from.
- You can use the 'Collection Addresses' option from the Administration tab to add collection addresses.
- Enter the name of your company or vendor code to ensure the address is added to the correct account. Your vendor code is the same as your username without 'VND' in front.
- Please do not edit an existing address. Instead, please use the below screen to add a new collection address.

- When adding an address you can indicate which contact is the correct contact for each address. You can do this by moving the appropriate contact to the right list box. Alternatively, you can 'add contact'
- This will not affect previous bookings, only future bookings from this address.
- Please note, it is advised to wait 30 minutes before making a booking once new address is added

The screenshot displays the 'Collection Address Form' in a web application. The form is divided into two main sections: 'Collection Address' and 'Contacts'.

Collection Address Form Fields:

- Vendor * (Search Vendor)
- Name * (Please select...)
- Address * (Text input)
- Town * (Text input)
- Postcode * (Text input)
- Country * (Please select...)
- County (Not selected)
- Max Vehicle Size * (Please select...)
- Special Instructions (Text area, 250 characters remaining)
- Active * (Radio buttons: Yes, No)

Contacts Section:

- Available Contacts (List box)
- Assigned Contacts (List box)
- + Add Contact (Button)

Table on the right side of the interface:

Country	Max Vehicle Size	Active	Actions
		X	Eye icon, Edit icon
Artic		✓	Eye icon, Edit icon

Buttons: + Add Collection Address, + Save, - Cancel

9E. Contacts

- You can use the 'Contacts' option from the Administration tab to add contacts for all addresses using the below screen.

9F. Making a Booking

- Please only make a booking if **goods are packed and ready to be collected** (you will be asked to confirm this as part of the booking).
- Goods must be booked in on or after the start ship date and before the cancel date (not necessarily collected within these dates).
- Please book all POs with the same start ship and cancel date together.**
- From the main menu, choose 'Make Booking'. This will display a list of purchase orders available to book in. If the PO number you wish to book in is not visible you can search for PO numbers by searching for a specific PO or searching between two cancellation dates.
- To create a booking for a PO please scroll to the right and select 'Create booking' as in the below screen.
- For collection from 2 different addresses, 2 separate bookings will need to be made.

Please note the key for Actions Column: View Details Create Booking

Please note the key for closed column: Close PO (is currently open to book)

Open PO (is currently closed for booking, please contact logistics_bvsuk@tjxeurope.com if any queries)

When creating your booking please make sure you have the following information as this will need to be entered on the below screen:

The screenshot shows a 'Booking Form' with the following sections and fields:

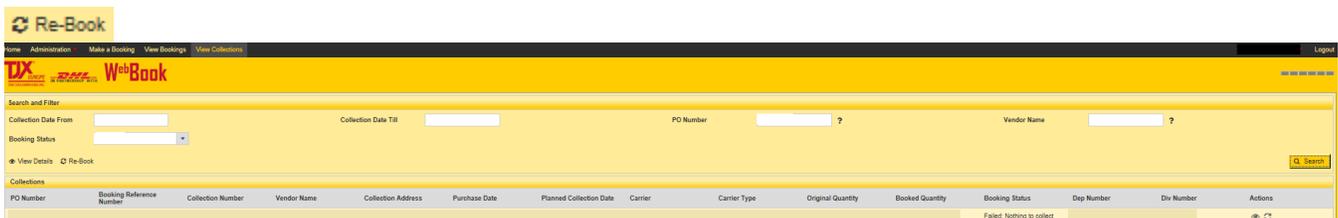
- Purchase Order Details:** PD Number, Ladder Plan, Vendor Name, Purchased Unit Quantity, Purchase Date, Shipment Date, Cancellation date, Booked Unit Quantity, Department Name, Department Number, Country of Exit, Remaining Unit Quantity, Transport Type, Freight Terms, Buyer Name.
- Booking Information:** Collection Location (dropdown), Collection Address (text area), Contact (dropdown), Contact Details (text area). A note states: 'For FCA/FOB terms this will act as the contact address - Please refer to the collection manual for your local Consolidation Centre delivery point'.
- Pallets:** Pallets (text), Weight in kilograms (text), Total number of Cartons (text), Height in meters (text), Units (text), Pallet cube in cubic meters (text).
- Hanging:** No. of Sets (text), Weight in kilograms (text), No. of Hangers (text), Hangers cube in cubic meters (text).
- Loose Cartons:** Loose Cartons (text), Loose Weight in kilograms (text), Loose Units (text), Loose Cube in cubic meters (text).
- Special Instructions:** A large text area with a character count of '224 characters remaining'. To the right, it shows: Purchased Unit Quantity: 1180, Booked Unit Quantity: 0, Remaining Units: 1180.
- Tail Lift:** Radio buttons for 'Yes' and 'No'.

- **Company Name**
- **Collection Address (please use England/Scotland/Wales/Northern Ireland NOT UK)**
- **Contact Name & Number**
- **Purchase Order Numbers**
- **Collection Quantities per Purchase Order Number including:**
 - Number of pallets
 - Number of cartons
 - Number of hanging sets
 - Number of units
- **Special instructions**
 - Opening times
 - Any cartons over 25kg / Dimensions of oversized goods eg. Furniture, Framed Art, Mirrors, Wall Décor and Wall Accessories
 - Access Issues
 - Tail lift requirement
- **Cubic Measurement**
 - Total cubic capacity of the order in cubic metres (Length x Width x Height) Please use calculator if unsure
- **Weight of order**
 - Total weight of order in Kilograms measured by one of the following:
 - Sum of weight of total shipment
 - Total cubic measurement / 0.006

- After entering all required information you will see a confirmation screen with two check boxes that indicate the goods are ready for collection and you accept the terms of service. Failing to tick these boxes will result in the booking not transferring to TJ/TK Maxx.
- Please note TJXE/TK Maxx **does not accept part shipments** against any orders. Please always book a PO with the complete quantity at once.
- Approval from the buyer will be sought if:
 - The order is past the 'cancelled if not received' date stated on the order
 - The order is before the 'start ship date'
 - The booked quantity is different to the order quantity (If a shortage/overage is known before point of booking, please advise the relevant buyer to avoid delay)
- Once booked in you can view your bookings in the 'View Bookings' section as in the below screen, this can take up to 20 minutes to update – for a list of booking statuses and their meanings please see appendix (4):



- Once the booking has been passed to carrier it will move to the 'View Collections' section. It is not possible to edit any details once the PO has been transferred to this screen. If changes need to be made at this point please contact logistics_bvsuk@tjxeurope.com.
- If, for any reason, you need to rebook failed POs, please go to the 'View Collections' tab where you will be given the option to rebook. Please click 'rebook button' as shown below



9G. Collections

- Once the booking has been made and approved, TJXE/TK Maxx will then transmit the information to the carriers for collection to be arranged. Any orders booked in and approved before 12.30 will transmit to carriers later that afternoon. Orders booked after 12.30 will transmit to carriers the next day.
- Carriers have 5 working days from booked to arrange collection and delivery into TJXE/TK Maxx.
- On some occasions the carrier will collect on the day of delivery.
- Carriers will contact you 24 hours before collection but cannot advise a specific collection time.
- Collection will take place between 09.00 and 17.00.
- Collections for large amounts of units or multiple POs may be split over various collection dates/vehicles.
- Please note the driver is unable to assist with the loading of the vehicle. The driver needs to witness the goods being loaded on to the vehicle.
- **All carriers will produce pre-printed collection notes for you to sign when they make the collection – please only load those POs detailed on the collection note and retain a signed copy for easy reference. An example collection note can be found in the appendix (5). Loading anything other than the goods detailed on the collection note can slow down your payment.**
- Please initial against each PO to confirm the amounts collected in the 'Vendor Initials' column.
- Please ensure the 'Trailer' and 'Seal' numbers are correct on arrival. If the seal number does not match the seal on the trailer, please load the vehicle and report the discrepancy to logistics_bvsuk@tjxeurope.com.
- Once the trailer has been loaded, please seal the trailer and record the departing 'Seal' number on the driver's copy of the collection note
- Please print, sign and date the collection note to confirm all details are correct.
- **If the quantities being loaded differ from the quantities detailed on the collection note, collection will continue at the driver's discretion. Please amend the collection note to reflect the correct quantities.**
- Please allow the driver to witness the collection being loaded wherever possible.
- If all pallets cannot fit on the vehicle and the order is 26 pallets or less, please inform logistics_bvsuk@tjxeurope.com immediately. Please also note on the collection note the amount of pallets/cartons/units remaining to be collected.
- If the driver arrives without a collection note and you have not received a copy prior to collection, please contact logistics_bvsuk@tjxeurope.com immediately.

*Appendix 2 – Packing List***Packing List**

Invoice number (Vendors Invoice No.)

PO

Department Number

Item Number

Description of goods

Contents, sizes and colour coding per carton

Amount of pieces per carton per PO

Total amount of pieces across POs

Gross weight in kg

Total volume in cubic metres

Appendix 3 – New Vendor Account form (Webbook)



WEBBOOK NEW VENDOR ACCOUNT FORM

Vendor Name:			
Collection Address Line 1:			
Collection Address Line 2:			
Town:		County:	
Post Code:			
PLEASE ENSURE THAT TWO CONTACT DETAILS ARE GIVEN FOR THE COLLECTION ADDRESS, FAILURE TO GIVE THESE DETAILS MAY RESULT IN THE CARRIERS BEING UNABLE TO CONTACT TO ARRANGE COLLECTION			
Contact 1 Name:		Contact 2 Name:	
Contact 1 Phone:		Contact 2 Phone:	
Contact 1 Email:		Contact 2 Email:	
Tail Lift Required:		Curtain Sider Required:	
Vehicle Restrictions:		Collection Address Open-Close Times:	
Please Quote one Purchase Order Number:			
Additional Collection Information:			

Appendix 4 – Webbook ‘Booking Statuses’

Status	Meaning	Action Required
Awaiting Collection/Delivery	The order is currently waiting to be collected.	None – you will hear from the carrier within 5 working days to arrange collection.
Collected	The order was successfully collected.	None – the order has been collected by the carrier and collection is complete.
Failed	The collection did not go ahead as planned.	If the failure was due to a vendor issue, please rebook the Purchase Order using the ‘rebook’ option. If the order was failed due to a carrier issue, the order will be re-planned automatically.
Awaiting TJX verification	Order is synchronising to TJX	None – the order will synchronise automatically
Awaiting TJX Approval	The order is awaiting approval from the buyer	None – once approved the booking will be sent to carrier for collection
Not confirmed by vendor	The order has been booked but the final tick boxes have not been selected	Return to the booking by pressing pencil icon to edit and tick the last 2 boxes to confirm the goods are ready for collection and the terms of service have been accepted – Please do not rebook

Appendix 5- Collection Note

All TKMaxx collection notes will have TJXU stated on them

Collection Note reference number

Date of collection

TJXU												Collection Note		143226778		Collection Date		2013-02-26		Tour		dart to droit			
Cns No.	Cstmr Ref.	Order No.	Sender Name	Media Subtype	Media QTY	Total Units	Total Pallet	Cube	Weight	Del. Manifest No.	Vendor Initials	Collection Location													
												Address the collection has been made from													
												Collection Contact		Collection Phone											
												Main contact name and phone no.													
												Special Instructions													
												Any special instructions given at booking													
												Driver to complete		Yes	No										
												Do goods match collection note?													
												Are you able to witness the loading of your vehicle?													
												Does each pallet/carton have a clearly visible PO/Ref number?													
												Only 1 PO/Ref per pallet?													
												Pallet no more than 1.5m?													
												Trailer	Seal Number	Seal Number											
												Trailer no.	Seal in	Seal out											
Comments																									
I confirm that the above details are true and												Driver Print:		Driver Sign:		Date:									
Vendor Print:				Vendor Sign:				Office Use Only				Driver to complete													
Date:				Total number of units across all pallets/cartons/sets				Checked By:				Actioned By:													
Print, sign and date to confirm all details on the collection note are correct												Record trailer number and seal number on arrival and departure													