GENERAL VENDOR SHIPPING GUIDELINES

Ross Stores, Inc.

Last Amended: September 2024

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1.0 INTRODUCTION

1.1 Objective

The guidelines in this document describe the minimum packaging protocols for merchandise acceptable by Ross Stores, Inc., which includes **Ross Dress for Less** and **dd's DISCOUNTS**. The objective is to ensure that product is shipped in organized loads and arrives to the distribution centers with cartons that are clearly labeled and well-packaged to help reduce unnecessary workload throughout our distribution process. For certain conditions and items, additional protection will be required, as referenced in Product-Specific Standards. If any of the requirement listed cannot be met, please contact your Merchant or Distribution Centers Customer Service at the email / phone listed below.

1.2 Instructions for Ross Partners Website Use

For any questions regarding this document, please contact the Distribution Centers Customer Service at: DC.CustomerService@ros.com or (803) 396-2211

For additional Ross guidelines and documentation, please refer to the Ross Partners Website.

1.3 General Shipping Guidelines

Merchant approval is required for the below two conditions:
- Overages - Do not ship overages above the agreed upon ordered quantity.
- Substitutions - Do not ship style substitutions. If an item exists with multiple style numbers, make Merchant aware during buy negotiations.

2.0 CARTON SPECS

Standards below apply to both master and inner cartons, unless otherwise specified.

Carton Requirements & Standards

- Must use a regular slotted carton (RSC).
  - This applies to both master cartons and inner cartons. With RSC, all flaps are the same length, with the two major flaps being one-half of the carton's width so that they meet in the center of the carton when closed.
  - <u>Do not</u> use carton straps to seal an individual carton.
  - Boxes must have manufacturer's joints formed by overlapping the sides of the box forming the joint not less than 1 ¼ inches and fastening the joint with glue or metal staples, spaced not more than 2 ½ inches apart.

<u>Reused or repurposed used cartons are not acceptable.</u>

- New cartons made from recycled cardboard are acceptable if they meet the burst strength and/or ECT requirements mentioned below, in this section.

Conveyable Cartons (master carton only)

- Items should be packed in a carton that falls within the following dimensions:
  - Minimum conveyable carton size / weight = 15" long x 15" wide x 6" high / 10 lbs.
    - Cartons smaller than these sizes can create jams on the DC processing lines and conveyors or not scan properly.
  - Maximum conveyable carton size = 29.5" long x 24" wide x 24" high / 50 lbs.
  - Overweight carton weight = 50 lbs-99 lbs.
    - Should include an "Overweight Warning" and/or "2-Person Lift" sticker.
  - If 100 lbs. or more, see non conveyable / palletized carton requirements below.
 - Fragile cartons' total gross weight should <u>not</u> exceed 35 lbs.

Non-Conveyable Palletized Carton Requirements (Master carton only)

- Anything not shipped in a carton must be approved by your Merchant due to heavy work content in our distribution centers.

Corrugate Specifications

Ross uses the specifications for corrugated fiberboard per Rule 222 provided by the National Motor Freight Traffic Association. An outline is provided below. For more information and detailed specifications, please refer to www.nmfta.org

- Minimum Standard: Double-Walled Corrugate - corrugating medium with 2 flutes and 3 liners, flutes must be B + C grade.
- The medium must have a minimum Burst Strength Test of 275# and Edge Crush Test of 48 ECT.
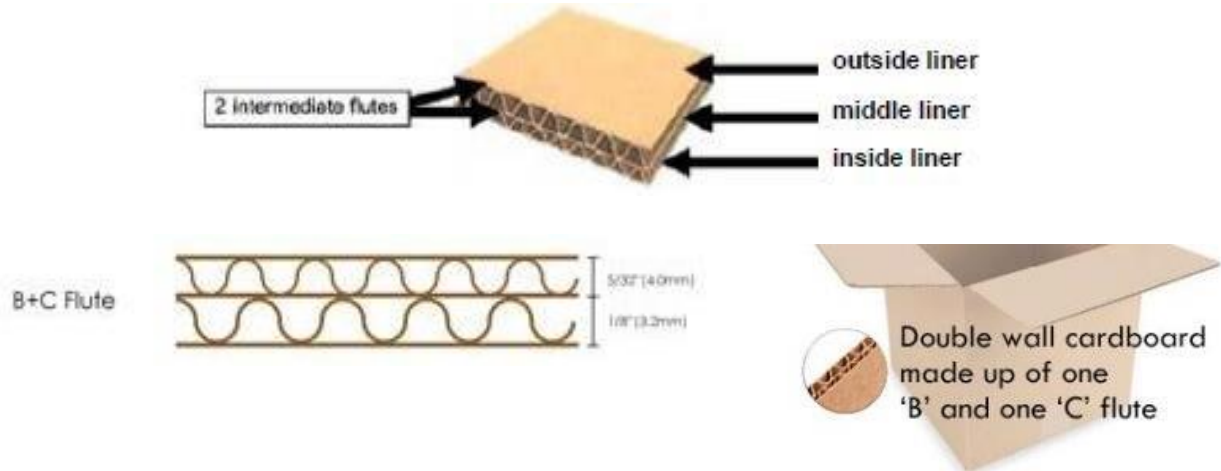
Carton Performance Testing

- In addition to meeting specifications above, the carton must also pass required testing. For testing requirements, see section **Drop Tests**. Note, 3rd party testing is not required. All testing can be performed at the vendor facility.

3.0 CARTON MARKINGS

3.1 Required Information

Master Carton Markings
- All markings should be at least 35 pt font.
- Information should be printed clearly on a label and placed / screen printed on carton.
- All marking should take up at least 20% of carton side.

- 2 sides of carton (opposite sides):
  - PO #:
  - Vendor Style (must match order):
  - Size:
  - Measurement (optional):
  - Item Description (a close match to SKU description on PO):
  - Color (color names, <u>not</u> color codes):
  - Country of origin (optional):
  - Ross/dd's SKU Number (required when pre-ticketed, otherwise optional):
  - Quantity (# of items in carton):
    - All cartons need to include the same quantity in each box.
  - Prepack/Nested pack quantity (only include when shipping prepack/nested pack):
    - Specify pack counts in addition to unit counts when pre-packs / nested packs are being shipped.
  - N.W (net weight): …..KGS
  - G.W (gross weight): …..KGS
  - Supplier / Shipper Name, Address and Phone Number (International/Import Orders only):
  - Consigned To: Ross Procurement, Inc. (International/Import Orders only):
  - Deliver To: Ross Distribution Center (International/Import Orders only):

- 2 sides of carton (opposite sides):
  - Supplier / Shipper:
  - Address:
  - Phone:

Inner Carton Markings (strongly encouraged):
- 1 side of carton:
  - PO#:
  - Vendor Style (must match order):
  - Size:
  - Color (color names, <u>not</u> color codes):
  - Quantity (# of items in carton)
    - All cartons need to include the same quantity in each box.
  - Prepack/Nested pack quantity (only include when shipping prepack/nested pack):
    - Specify pack counts in addition to unit counts when pre-packs/nested packs are being shipped.

Example Markings

Master Carton (2 sides)

PO#: 6998121
Vendor Style: Q220TG201
Size: Small
Measurement: 16" long x 12" wide x 10" high
Item Description: Pink Leopard Tee
Color: Pink
Country of origin: INDIA
Ross/dd's SKU Number: 400207194869
Quantity: 78 pcs/carton
Prepack/Nested quantity: 13 packs (prepack)
N.W (net weight): 8.5 KGS
G.W (gross weight): 10 KGS
Supplier / Shipper: ABC Exports W-1820 , Sector – 21 Island
East Noida – 201325 Utter Pradesh, India +9124589057
Consigned To: Ross Procurement, Inc.
Deliver To: Ross Distribution Center

Master Carton (opposite 2 sides)

Supplier / Shipper: ABC Exports
Address: W-1820 , Sector – 21
Island East Noida – 201325 Utter
Pradesh, India
Phone: +9124589057

Inner Carton (strongly encouraged, 1 side)

PO#: 6998121
Vendor Style: Q220TG201
Size: Small
Color: Pink
Quantity: 78 pcs/carton
Prepack/Nested quantity: 13 packs (prepack)

For additional information on International Carton Marking Requirements please visit the following:
https://www.cbp.gov/trade/rulings/informed-compliance-publications/marking-country-origin-us-imports

3.2 Required Fragile Carton Markings for Master & Inner Cartons

- Master & Inner Cartons must include the following on a minimum of 2 sides, preferably 4 sides of the carton:
    - Universal Fragile Symbol.
    - The word "FRAGILE."
    - Directional arrows indicating "this side up" for handling and stacking orientation.
    - Arrows must be aligned with the carton's height dimension which should match the correct flute orientation. See Glossary for definition of flute.
    - "Handle with Care" icon.
- All markings must be bold and visible.

- If the carton contains mirrors or glass, the words "MIRROR" or "GLASS" must be printed on the container.

- Furniture containing Glass or Mirrors must always say "DO NOT CONVEY."

3.3 Hazardous Carton Markings

Hazardous materials include any products that are flammable, aerosols, or include lithium batteries (e.g., perfumes, gas treatments, power banks).

For hazardous products, vendors are required to comply with applicable shipping regulations. Ross will only accept hazardous products shipped under the limited quantity exemption, signified by the diamond on point carton mark shown below. No fully regulated shipments will be accepted.
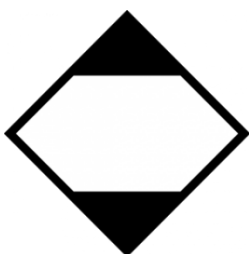
3.4 Pallets

All palletized shipments must include a pallet identifier with the following information:

*   PO #
*   Vendor Style #
*   # Cartons
*   # Units per carton
*   Total units on the pallet
*   If shipping fragile merchandise that is palletized and not placed in vendor cartons, place an appropriate fragile marking on all 4 sides of the pallet.
*   Pallet markings should be at least 8.5" x 11." Markings must be on two sides of the pallet printed in at least 35 pt. clear font and securely fastened to the outside of the shrinkwrap.

For further detail on pallet loading, please see [Section 7.3 Pallets](#).

3.5 Heavy

The maximum carton size that can be conveyed is 29.5" long x 24" wide x 24" high / 50 lbs. If your carton is larger than this guideline AND the carton weighs 50 lbs. or greater, you must apply a "two-person lift" or "overweight warning" sticker on the carton.

3.6 Store Assembly Required Sticker

*   Place one green 'STORE ASSEMBLY REQUIRED' sticker on the top of the master carton.
*   Stickers will arrive with the Ross Price tickets.

3.7 Packing Slip/List

Packing slip required on every order, preferably on **_LAST_** carton loaded (so the DC sees it at the time they unload the PO).

Packing Slip / List should include:

- PO
- Address
- Date
- Items
- SKU #s (preferred)
- Ross Style #
- Quantity by Style
- Weight
- Total cost (preferred)
- # Cartons
- # Units per Carton

4.0 PROTECTING THE PRODUCT

4.1 Packing a Carton

General guidelines for packing a master carton and inner carton (any exceptions to these guidelines must be approved by Buyer).

- All items or inner cartons must be packed and shipped within a master carton.
- Use the appropriate and acceptable packaging material to protect carton's content.
- Use the appropriate and correct size carton for the item's size and weight being packed.
- Use of vacuum sealed bags on items that are not pre-ticketed is <u>not</u> acceptable.
- Pack by solid style and solid size with consistent counts per carton unless assorted prepacks are planned with buyer.

4.2 Packing a Fragile Carton

Fragile guidelines for packing a master carton and inner carton (any exceptions to these guidelines must be approved by Buyer).

- Single items with multiple loose pieces must be secured together and need protection between each piece.
- Irregular shapes on an item should be fully covered and protected.
- Multiple units packed together in a single carton need protection from each other.
- When wrapping an item with cushioning material, each item must be wrapped separately and secured to the item (packaging material must not come loose in transit or damage item when removed).
- Items surrounded by packing material should provide at least a ¾" clearance between items and the carton walls (including the top, bottom).
- Add packing material to prevent movement of items within the carton, any air-filled or paper-based void filler is acceptable.
- Do not over-fill or under-fill the carton.
- All cartons should have rigid flaps that meet in the middle when the carton is closed and sealed.
- Corrugate or foam corner posts or foam edge protectors must be used when needed. Non-corrugated cardboard and paperboard corner protectors are not acceptable.
- Round items should be buffered on the corners with foam or rolled cardboard protectors to avoid direct contact with carton wall.
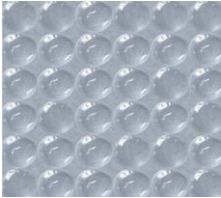
4.3 Minimum Fragile Protective Packaging Materials

Packaging material choice and the amount needed to protect the item are defined and agreed by the Vendor and Buyer.

Acceptable protective packaging materials:

AIR-FILLED

BUBBLE WRAP
Size: 3/16", 5/16"

- *Bubble must face inward, towards product*

FOAM

COHESIVE POLYETHYLENE
Thickness: 1/16"

STYROFOAM
At least 3/4" thick

MOLDED CLAMSHELL

- *Clamshell must be properly sealed with no openings*

CORNER PROTECTORS

CORRUGATED/FIBER MATERIAL

PARTITIONS/LINERS

- *Partition height must be at least 3/4" higher than product*
- *Partition must be at least single-wall corrugated with minimum of 32 ECT*
- *Add corrugated pads to the top and bottom of the partition*

CORNER PROTECTORS/POSTS

- *The posts height must be the same length as carton depth*
- *Add a corrugated pad to rest on top of the posts*

DIE-CUT INSERT

MOLDED PULP
Clamshell, Trays

4.4 Mold / Desiccant Requirements

Desiccant information included in this section is for humidity mitigation within the carton only. Desiccants for container / trailers are specified in [Section 7.4 Mold / Desiccant Requirements](#).

Each vendor is responsible to deliver merchandise to Ross and dd's which is free of mold and fungus. Vendors will be held responsible for all mold remediation, handling, and disposal costs resulting from the existence of mold or fungus within the carton.

Desiccants are required for these product types that are more susceptible to mold:
- Product comprised of natural fibers, such as grasses, or wood.
- Porous products, such as textiles, ceramics, pottery, cardboard, paper, or pressboard.
- Products shipping from countries with high humidity.
- Ocean shipments with long transit times.

Below is a simple REQUIREMENT CHART to assess how much Silica desiccant is required within each carton. Please select the appropriate amount of Silica desiccant depending on your Carton Volume and confirm the amount with your desiccant supplier.

Chart 1.1 - Reference dosage (silica):

Carton Volume (m3)	Weight of desiccant bag (G)
<0.001	1-3G
0.01-0.05	3-15G
0.05-0.1	15-30G
0.1-0.3	30-100G
0.3-0.5	100-150G
0.5-1	150-300G

PHOTO: DESICCANT BAG

Bamboo and wood products are recommended to use anti-stain treatment which provides a microscopic barrier against molds that last from 3-6 months, as well as heat treatment to prevent mold and insects.

5.0 DROP TESTS

Drop tests apply to all Fragile, Furniture, and Mirrors & Framed Art merchandise, except for when palletized.

General Information
Vendors must perform the Drop Test.
Proof of carton testing must be provided to Ross upon Buyer request.

Conditioning
The packaged products must be stored for 24 hours in the testing environment before testing. The tests should be conducted as soon as possible after the 24-hour conditioning period has been met.

Drop Test
Perform 10 variations of drop tests at the height indicated in Table 1 below, based on carton weight.

Table 1

Shipping Weight, lbs. (kg)	Drop Height, inches (cm)
0 - 61 (0 - 28)	18 (45.7)
61 - 100 (28 - 45)	12 (30.5)
100 - 150 (45 - 68)	8 (20)
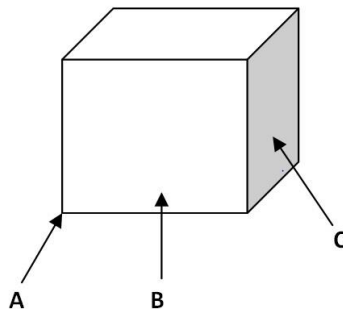
1. Hold carton level to the ground, over a flat surface, oriented upright (arrows pointing up).
2. Drop carton in free-fall dead drop from the height specified in Table 1.
3. Repeat free fall drops in Drop Sequence in Table 2, continuing with Sequence 2.

Table 2

Sequence	Orientation	Specific face or edge
1	Base	Bottom Face
2	Corner	Corner A
3	Edge	Shortest edge radiating from Corner A
4	Edge	Next shortest edge radiating from Corner A
5	Edge	Longest edge radiating from Corner A
6	Edge	Remaining bottom edge
7	Face	Face B
8	Face	Opposite side to Face B
9	Face	Face C
10	Face	Opposite side to Face C

Documentation (note, you may print only this paper for submission: File>Print>Settings>Print Current Page).
- Testing documentation must be presented to Ross merchants upon request.

Date:	
Vendor:	
Styles:	

Packaging Information:
1. Container Dimensions:
2. Gross weight of packaged product:
3. Corrugated strength (i.e., 250 psi; 51 ECT):
4. Provide description of all packaging including Styrofoam, bubble wrap, etc.:

Testing Performed:
1. Was the test Carton Conditioned for 24 hours? ☐ Yes ☐ No
2. Drop Test
    a. Free-Fall drop height:
    b. # of Sequences:
3. Describe results of test below:

Provide photos of the test carton before and after testing.

6.0 PACKING TYPES

Pack-Specific Standards in this section should supersede any other information found in guide. If Standard is not listed below, please follow general guidelines.

6.1 Nested Pack

- A nested pack is an assorted store-ready pack where items are ticketed with <u>different SKUs</u>.

image 1:

image 2:

inner | master

polybag | master
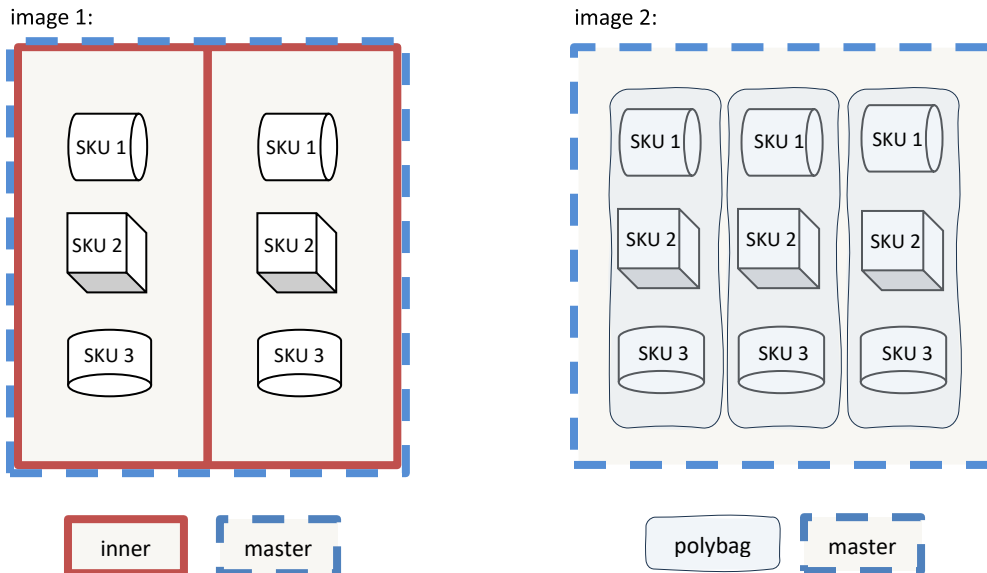
Requirements

- Standard carton markings apply but should also include all SKUs in nested packs and pack code.
- Nested packs must be packed or contained using inner cartons or bags.
  - If bags are used, polybags must be used, not cellophane.
- Only one nested packed quantity per inner carton/polybag.
  - Image 1: two nested packs packed inside of a master, separated by an inner. Each inner will be shipped to stores separately.
  - Image 2: three nested packs packed inside of a master, separated by a polybag. Each polybag will be shipped to stores separately.
- All items must be pre-ticketed unless approval is provided by Buyer.
- Follow PO copy for pack code and count of pieces per style.
- If pieces per style are not clear, vendor must confirm nested quantities with Buyer.
- For items that are physically nested (e.g., small, medium, large luggage), a "separate on receipt" sticker must be affixed to the nest, so store teams know to unnest when goods arrive.

<u>Example</u>**:** There will be 2 pieces per style (NESTED PK SIZE) of HP100.01.071-35-1757 (VENDOR STYLE #) inside of a nested pack, across 60 total nested packs (NESTED PK QTY), for <u>a total ordered quantity</u> of 120 pieces (ORDER QTY) of this style.

Vendor Copy

VENDOR STYLE #	ITEM DESCRIPTION		MU %	ORDER QTY	NESTED PK SIZE	PACK CODE
HP100.01.071-35-1757	13.8x12.6" Dotted Brown Terracotta Planter		36.70%	120	2	Pack AA

TICKET TYPE	TYPE OF BUY		LABEL	FABRIC/TY	COLLECTION ID	NESTED PK QTY	PREPACK/INNER
132	15	40	UNBRANDED	1		60	1

6.2 Assorted Prepack

- An assorted prepack is an assorted store-ready pack where each item is ticketed with the <u>same SKU</u>.

image 1:

| inner | master |

image 2:

| polybag | master |
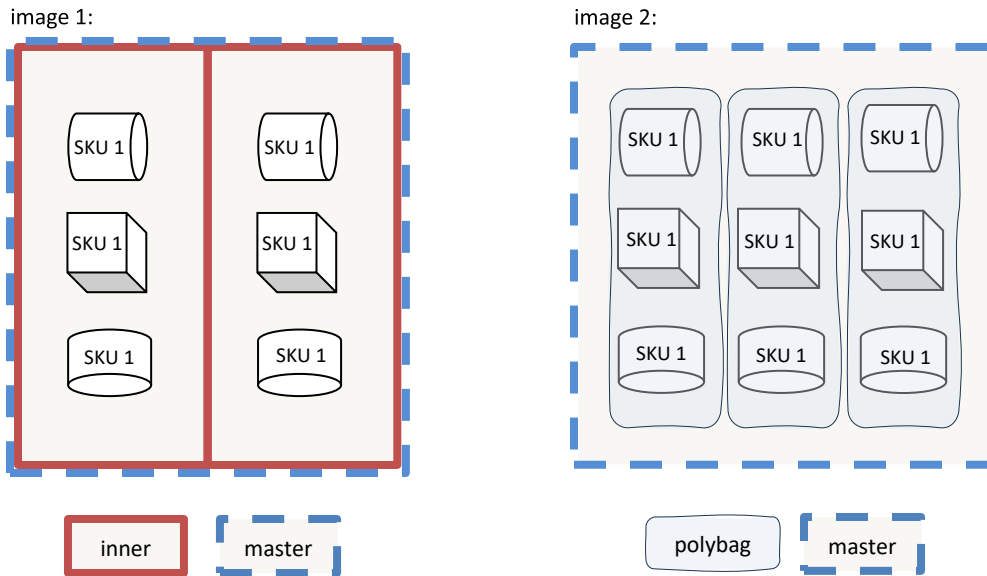
Requirements

- Assorted prepacks must be packed or contained using inner cartons or bags.
  - If bags are used, polybags must be used, not cellophane.
- Only one assorted prepack quantity per inner carton/polybag.
  - Image 1: two assorted prepacks packed inside of a master, separated by an inner. Each inner will be shipped to stores separately.
  - Image 2: three assorted prepacks packed inside of a master, separated by a polybag. Each polybag will be shipped to stores separately.
- All items should be pre-ticketed unless approval provided by merchant.
- When possible, all items should face the same direction (e.g., all shirt collars facing up when folded).

Example:

There are 1,536 total pieces (ORDER QTY) of 1000MM-ASST (VENDOR STYLE #), with 3 pieces (PREPACK/INNER) inside of each assorted prepack, resulting in 512 assorted prepacks (ORDER QTY divided by PREPACK/INNER).

Each assorted prepack will contain: 1004MMS34-A, 1004MMS34-B, 1001MMF33-B (VENDOR ITEM COMMENTS).

Vendor Copy

VENDOR STYLE #	ITEM DESCRIPTION
1000MM-ASST	ASST PRINT JACKET:ASSORTED:AST

VENDOR ITEM COMMENTS
INCLUDE: 1004MMS34-A, 1004MMS34-B, 1001MMF33-B

ORDER QTY
1,536

GW

NESTED PACK SIZE	PACK CODE

ED BY DATES	NESTED PK QTY	PREPACK/INNER
		3

6.3 Prepack

- A prepack is a store-ready pack where each item is the same and ticketed with the <u>same SKU</u>.

image 1:

image 2:

| inner | master |

| polybag | master |
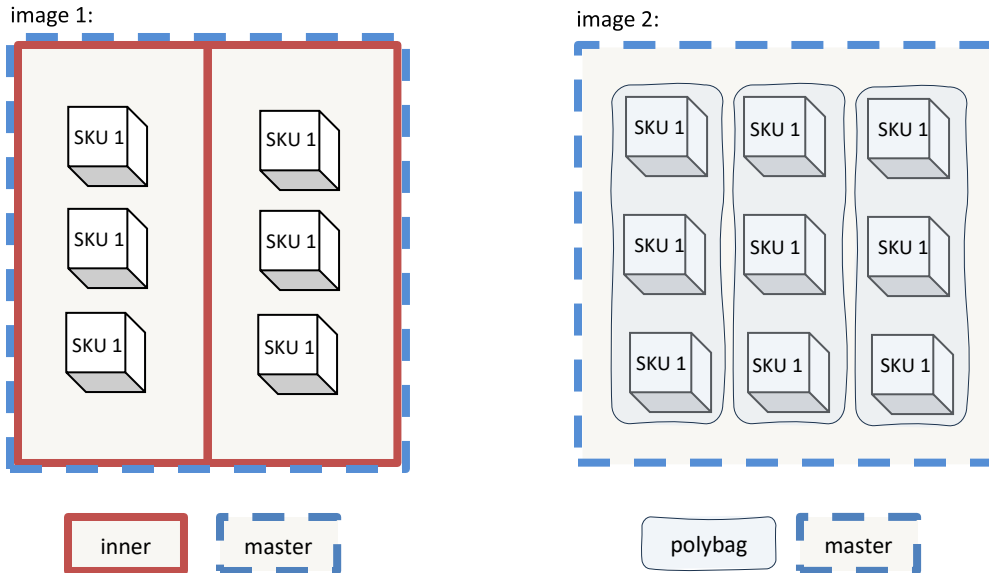
Requirements

- Prepacks must be packed or contained using inner cartons or bags.
  - If bags are used, polybags must be used, not cellophane.
- Only one prepack quantity per inner carton/polybag.
  - Image 1: two prepacks packed inside of a master, separated by an inner. Each inner will be shipped to stores separately.
  - Image 2: three prepacks packed inside of a master, separated by a polybag. Each polybag will be shipped to stores separately.
- All items should be pre-ticketed unless approval provided by merchant.
- All items should face the same direction (e.g., all shirt collars facing up when folded).

<u>Example</u>:

There are 6,000 total pieces (ORDER QTY) of 37563X-BLA (VENDOR STYLE #), with 3 pieces (PREPACK/INNER) inside of each prepack, resulting in 2,000 prepacks (ORDER QTY divided by PREPACK/INNER).

Vendor Copy

VENDOR STYLE #	ITEM DESCRIPTION
37563X-BLA	27" BLACK * BRA FRIENDLY VNK:BLACK:ONE SIZE
VENDOR ITEM COMMENTS	

ORDER QTY
6,000
GW

NESTED PACK SIZE	PACK CODE
ED BY DATES	NESTED PK QTY	PREPACK/INNER
		3

6.4 Bulk

• Bulk units are single SKU units, not contained in a pack, and are intended to be sent to stores individually.

image 1:
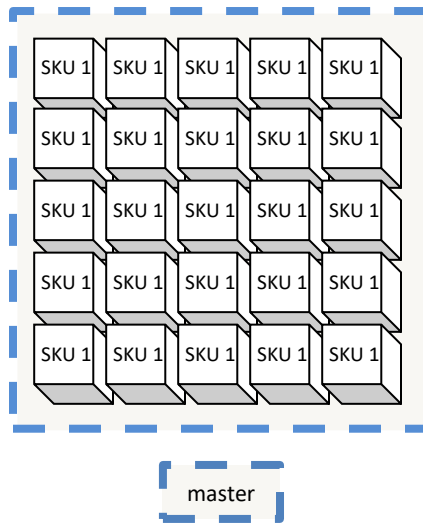
Requirements

• All RTW items should be folded and facing the same direction (e.g., all shirt collars facing up when folded).

Example: There will be 648 units (ORDER QTY) of 82645-TAU (VENDOR STYLE #) shipped as bulk units, indicated by the PREPACK/INNER field listed as 1.

➢ Note: Nested packs also use a PREPACK/INNER of 1, but in those instances, a PACK CODE is populated.

VENDOR STYLE #		ITEM DESCRIPTION			ORDER QTY		NESTED PACK SIZE		PACK CODE
82645-TAU		DKNY TAUPE VELVET JAMIE CHAIR:TAN-BEIGE-FAW				648			
	VENDOR ITEM COMMENTS				GW		D BY DATES	NESTED PK QTY	PREPACK/INNER
QY180-49									1

7.0 LOADING GUIDELINES

7.1 Bill of Lading Management

- The bill of lading must show: (a) an exact description of the merchandise; (b) all purchase order numbers; (c) the number of cartons being shipped; (d) the number of units per carton.
- Vendors should follow the carrier confirmation email from Transportation for correct shipping address. Do not use any other address.
- Do not physically load PO's that are not included in the BOL.

7.2 Floor loading

Please load in PO and style order (and color and/or size when applicable) so cartons with same PO number are grouped together as shown in the diagrams below:

PO 1	Style 5	Style 6	Style 6	Style 7	Style 7
	Style 5	Style 5	Style 5	Style 4	Style 4
	Style 3	Style 3	Style 3	Style 3	Style 4
	Style 2	Style 2	Style 2	Style 2	Style 1
PO 2	Style 5	Style 5	Style 5	Style 6	Style 6
	Style 4	Style 4	Style 4	Style 4	Style 4
	Style 2	Style 2	Style 3	Style 3	Style 3
	Style 2	Style 1	Style 1	Style 6	Style 6
PO 3	Style 5	Style 5	Style 6	Style 6	Style 6
	Style 4	Style 4	Style 4	Style 3	Style 3
	Style 1	Style 2	Style 3	Style 3	Style 3
	Style 1	Style 4	Style 4	Style 3	Style 3
PO 4	Style 1	Style 1	Style 1	Style 2	Style 2

Door
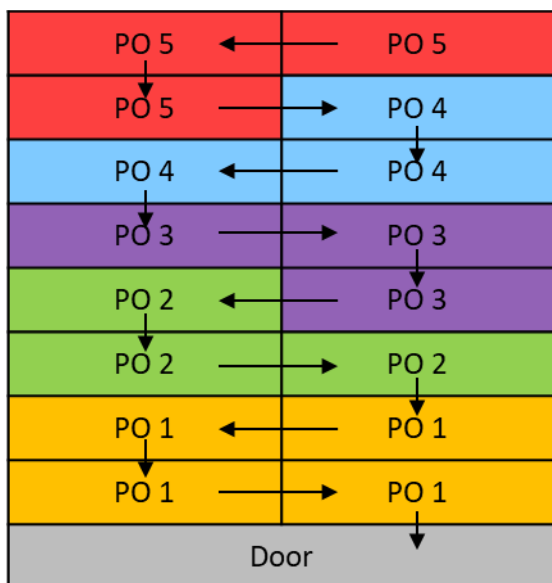
- When shipping multiple POs, attempt to load a complete PO/Style before starting another PO/Style to avoid the same POs on multiple containers/trailers.
- Cartons should be loaded and stacked according to markings and so PO labels are facing out (i.e., adhere to "This End Up" marking). Cartons must be loaded according to the directional arrows and correspond to the direction of the flutes. Please see markings information in Section 3.0 Carton Markings.
- Cartons must be aligned appropriately. Cartons stacked one on top of the other will have a higher compression strength than cartons that are misaligned.
- Do not stack rows higher than carton strength can withstand based on weight of merchandise and carton burst strength/ECT.
- Cartons should be tightly packed.
  - Do not load flush to container/trailer ceiling.
  - Do not over pack container/trailer.
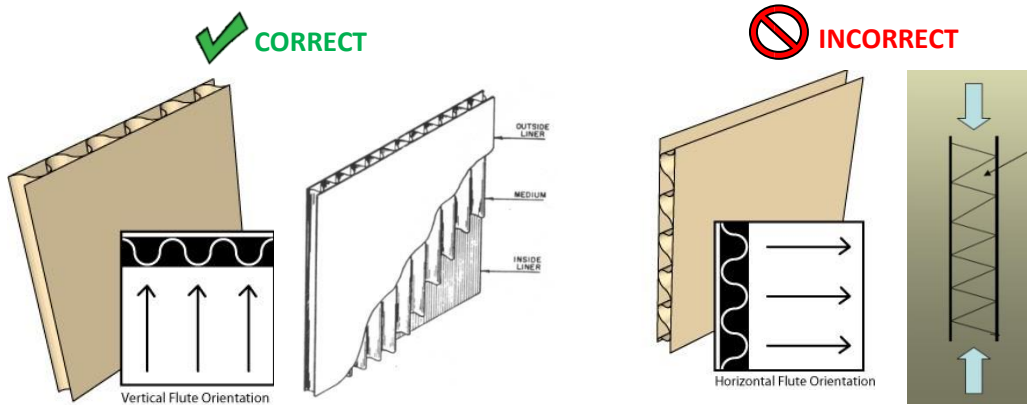
- Exception is made on the top three rows only for cartons to be placed on side instead of upright to support fully cubing a container/trailer.
- We have found crushed cartons when orientation is not followed. Examples below:

- Vendor is responsible for bracing and securing the load or pallets in container/trailer to minimize shifting while in transit. Fill any open space with corrugate of empty unmarked cardboard boxes.
- Individual cartons, not secured to pallets, <u>should not</u> have carton straps, bands, or ties.

CORRECT   **INCORRECT**

CORRECT →

✕ INCORRECT →

7.3 Pallets

Pallet Standard Requirements

- Recommended maximum pallet height for shipping is 6 feet (including pallet).
- For heavier products, height should <u>not</u> exceed 5 feet.
- Items weighing over 100 lbs. must be palletized and not in a carton (non-conveyable). This must be approved by Merchant due to heavy work content.
- Pallets should have no broken planks to support a sturdy load.
- Pallets on import shipments must be properly treated to prevent any infestation/mold.
- Pallets should be standard size 48" x 40".
  - If half pallets are used, they must measure 48" x 20" and merchandise must be secured to pallets.
  - If quarter pallets are used, they must measure 24" x 20" and merchandise must be secured to pallets.

Recycled Wood 48x40 Grade A Standard GMA Pallet

- Wheat Stamp / 2-part ISPM / HT Marking required to confirm heat treatment when shipped from overseas.

Example of wheat stamp / 2-part ISPM / HT Marking

Example of a bad pallet, that should not be shipped (e.g., broken slats, decaying wood)

Pallet Loading Standards

- Double stacking: If double stacking, pallet fork entry should face the opening of the trailer door to ensure forklift can move/lift pallets. Recommended maximum pallet height for double stacking is 6 feet, including pallet.
  - Double stacking of pallets is only allowed when the bottom pallet is framed in wood or has a solid top to support the weight of the top pallet.
  - Certain product types at risk of damages should not be double stacked (e.g., fragile).
- If shipping on pallets, pallets must be loaded (stacked) by Purchase Order and style (and color and/or size when applicable). Do not mix styles on a pallet unless it is unavoidable due to lower unit counts.
- Pallets should be clearly marked 1 of …, 2 of …, etc. The last pallet loaded onto the trailer must have a packing list and full copy of BOL, attached securely to the pallet.
- For shipments containing Cardboard Display Units (CDU/PDQ), they should be strapped to pallets.
- Cartons should be palletized according to markings and so PO labels are facing out (i.e., adhere to "This End Up" marking). Cartons must be loaded according to the directional arrows and correspond to the direction of the flutes. Pallets must also be labeled correctly. Please see markings information in Section 3.4 Pallets.

CORRECT

- Ross unloads pallets either via forklift (Raymond 4150) or pallet jack (Raymond RJ50).

Protective Pallet Packaging
- Pallet loads must be properly secured with <u>heavy shrink wrap.</u>
  - Wrap around the entire pallet load starting from the pallet's top deck board to the top of load.
  - Top and bottom should have at least 3-4 revolutions each to ensure the stability.

- <u>Edge Protectors/V-Boards</u> (*optional but recommended on all fragile shipments*).
  - Should use on all corners.
  - Edge protector's height must be the same as the load's height.

- <u>Corrugated Slip Sheet</u> (*required when vendor loads more than one style per pallet to separate styles, only acceptable to mix styles if it is unavoidable due to lower unit counts*).
  - Insert a sheet between styles on pallet.
  - Insert a sheet in every other layer to ensure even weight distribution.

7.4 Mold / Desiccant Requirements

Desiccant information included in this section is for humidity mitigation within the container / trailer only. Desiccants for cartons are specified in [Section 4.4 Mold / Desiccant Requirements](#).

Each vendor is responsible to deliver merchandise to Ross and dd's which is free of mold and fungus. Vendors will be held responsible for all mold remediation, handling, and disposal costs resulting from the existence of mold or fungus within the shipment trailer or container.

Desiccants are required for these product types that are more susceptible to mold:
- Product comprised of natural fibers, such as grasses, or wood.
- Porous products, such as textiles, ceramics, pottery, cardboard, paper, or pressboard.
- Products shipping from countries with high humidity.
- Ocean shipments with long transit times.

Each desiccant pack should come from supplier in individual, sealed bags only to be opened at time of placement in the container / trailer. Ideally, multiple packs would be aggregated in a larger bag placed inside a carton to protect the integrity of the individual packs. All desiccant materials should be stored in an environment safe from weather and secure from accidental damage. Any packs showing leakage (punctures or tears) are not to be used and should be discarded.

The following outlines the recommended container / trailer preparation process at the vendor's factory (do not load in the rain unless your facility has a protective overhang):
1. Complete container / trailer inspection prior to loading:
   a. Inspect for holes or leaks before loading.
      - Check for any damage to the wall or roof, and gaps or holes in the floor.
      - Doors should close tightly, and rubber seal must be in good condition.
      - Must be clean and dry before loading.
2. Check the moisture content of container / trailer floors.
   a. If possible, do not use containers / trailers with over 20% moisture content.
   b. If this is not possible, adjust the number of desiccant bags used in the container / trailer, add 1kg desiccant for each 1.5% moisture content.
   c. Do not use containers / trailers with floors with moisture contents more than 25%.
3. Seal air vents.
4. Remove desiccant from plastic bag.

5. Hang the units in even spacing from securing points on side walls just under roof throughout the container / trailer*.

Chart 2.1 - Reference dosage (Calcium Chloride):

Container / Trailer Size	20'	40'	40HC	45'
Kg of Desiccant	8-10	15-20	19-24	22-27

If there is a very tight fit in container / trailer, the desiccants units may be laid flat on top of cartons. However, hanging should be appropriate for the vast majority of containers / trailers. Desiccants absorb water and moisture. Therefore, the sacs/bags will increase volume and need space. There should be no pressure on the desiccants.

6. Close/Seal the container/trailer doors tightly.

8.0 PRODUCT-SPECIFIC STANDARDS

Product-Specific Standards in this section should supersede any other information found in guide. If Standard is not listed below, should follow general guideline.

8.1 Apparel

Garments on Hangers

- GOH shipments – sizing must be visible on outside of garment (size sticker/sizer on hanger/package).
- Please use sturdy plastic hangers, and whenever possible do not use wire hangers.
  - If using Hangers, please work with Merchant to align on Hanger specifications.
- Vendor hang tags should include vendor style #s whenever possible.
- When loading on ropes in trailers, units must be loaded by PO, Style, and size. Do not mix sizes or styles on the same rope hook.

Carton-to-Hang

- Do not send orders mixed with and without hangers—ideally, it should be all or nothing. Please use sturdy plastic hangers, and whenever possible do not use wire hangers.
  - If using Hangers, please work with Merchant to align on Hanger specifications.
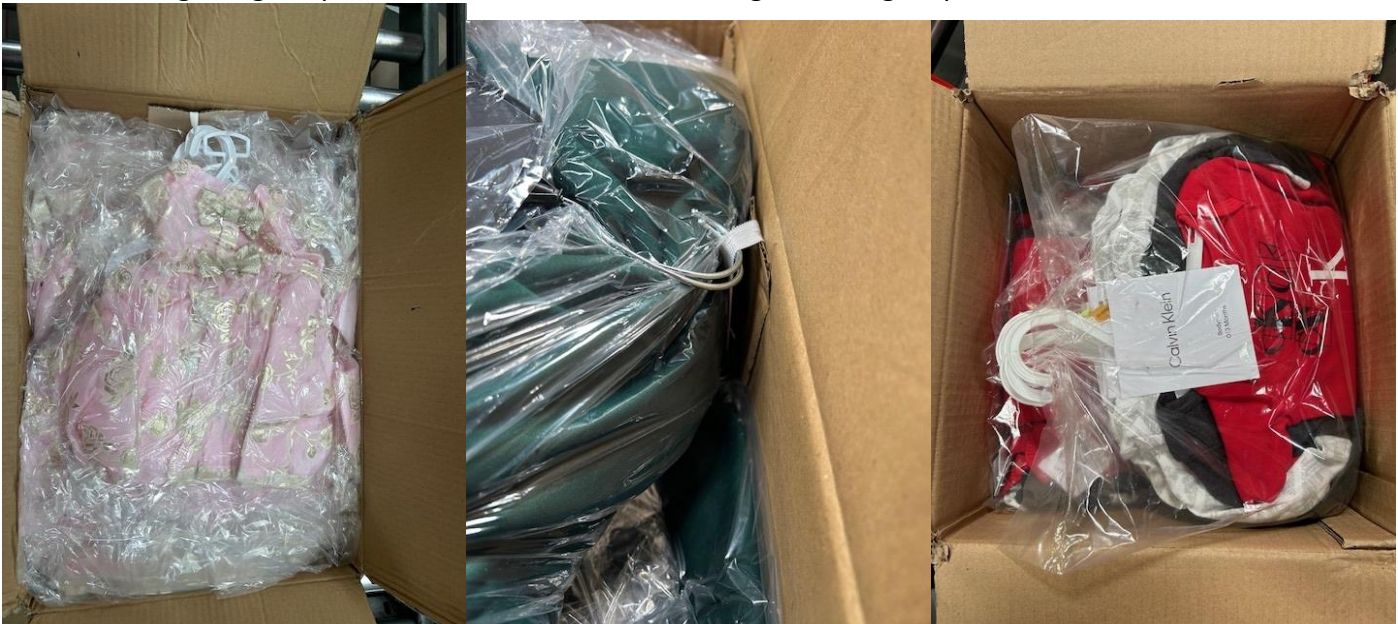
Flat

- Do not ship on hangers.

8.2 Shoes

Please refer to the separate Shoes Packaging Guidelines.

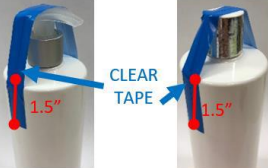## 8.3 Jewelry & Watches

All merchandise must be packaged in individual zip lock polybags. All individual pieces of the SKU number must be packed in quantities of no more than 50 pieces in a large zip lock polybag with the vendors style number clearly printed on the outside of the bag.

8.4 Liquids & Oils

This category includes gourmet food, beverages, cosmetics, household cleaning, pet products, and auto cleaning products. Packaging liquid product using the following guidelines reduces delays, prevents damages, gets product to store faster and generates higher sell-through. If you are unable to comply with these guidelines, please discuss an alternate solution with your Buyer.

- Pre-ticketing merchandise is critical for priority processing through the DC. This limits handling to reduce breakage. For ticket placement, please refer to the Ross Partners Website.
- Item must stand upright in carton.
  - "This End Up" marking on cartons must point to the direction of the top of the merchandise and be loaded according to marking.
- Partitions / dividers are required to separate liquids & oils.
  - Custom Styrofoam or corrugated design also acceptable.
  - Partitions / dividers must reach to the top of the carton.
  - Partitions / Dividers must be at least 1/8" thick.
- The master carton's total gross weight should not exceed 35 lbs.
- Preparing bottles/containers for shipment reduces risk of leakage and collateral damage.
  - Ensure tops are screwed tightly for all products.
  - Different closures or container types require special handling.

PRODUCT TYPE	GUIDELINE		SPECIFICATION
Trigger or spray nozzle		• Turn the nozzle to the OFF ❌ position	n/a
Push top, flip top lids or pumps		• Secure the push top/flip top lid in the <u>closed</u> position • Apply <u>clear</u> tape approx. 1.5 inches from the cap bottom on one side, over the top, to 1.5 inches down the opposite side	3M 605 Transparent Scotch Tape - 3⁄4"
Glass		• Ensure product is bubble wrapped and covered completely • Wrap around width and secure bubble wrap with tape • Bubble must face inward, towards the product	Bubble Roll, 5⁄16"

- Create store-ready pre-packs:
  - Allows the product to be processed fastest through the DC without any additional handling. Refer to the approved pre-pack size by the merchant.
  - Bags should only be sealed when pre-ticketed by vendor.

EXAMPLE	
	Pre-pack of 2 bottles: • Bottle tops are taped down • Poly bag fits 2 bottles

- Bagging products:
  - Securing in a sealed plastic bag prevents collateral damage. Use appropriately sized poly bags for the product and tie or tape the bag closed.
  - Bags should only be sealed when pre-ticketed by vendor.

UNACCEPTABLE ❌		ACCEPTABLE ✅		SPECIFICATION
Poly bag is too short and small for the product, and does not have enough "give" after taping closed		Poly bag is sized correctly for the product, and has enough "give" after taping		**Poly Bag:** 1 mil high clarity polyethylene film **Bag Tape:** 3⁄8"

8.5 Home

Furniture
- Vendors to add an identity location of where DC can verify ticket on product.
- Top Corner Protection:
  - Item with sharp corners: Add cardboard corner protectors with "Remove After Purchase" label.
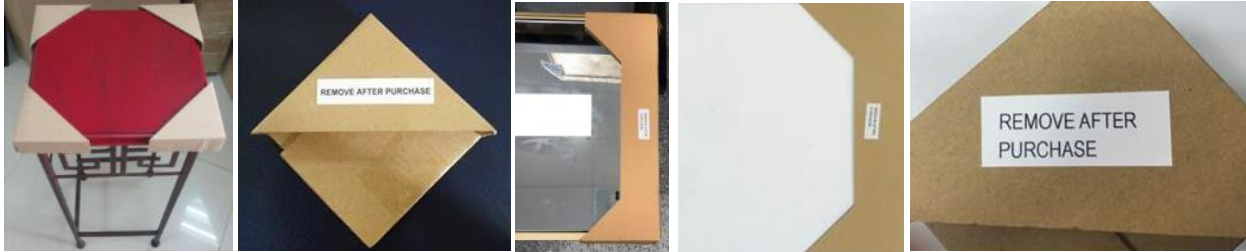
  - Packaging corners: The corners and side edges must be completely protected by foam.

- Top Layer Protection:
  - A top layer of foam or corrugate must be between the carton seam and the furniture, to prevent cutting/scratching.

- Leg Protection:
  - Legs must be fully protected with corrugate, foam and/or MDF board.

- Metal Embellishments:
  - All metal or abrasive attachments, such as knobs, handles and decorative embellishments, must be covered to prevent surface abrasions while in transit.

  - Appropriate coverings include foam sheets and bubble wrap.

- Nesting Multiple Items:
  - If multiple units are in a carton, they must not be touching.
  - Provide a barrier of foam, bubble wrap or double walled corrugate between units.

Outdoor Furniture

Chairs:

- Vendors should bundle the furniture in "store ready" packs.

- If sending multiple chairs to a store, they should be bundled in quantities of 2 (e.g., chairs should be zip tied in sets of 2). If bundling in other quantities, vendor must get Merchant approval.
- If vendor does not follow family distro guidelines, PO will be placed into trouble and units may not allocate as desired.
- Use heavy duty ties around the arms and legs to secure the sets of chairs.
- Do not use fabric or any other material to bind together as it will not withstand DC processing. See examples of black zip ties and chairs tied together.

- Cushions should be securely attached to their individual chair.
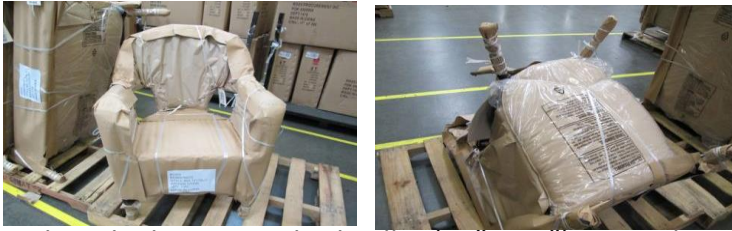
- Recommend stacked on a standard pallet (48" x 40"), securely packaged in store ready packs (e.g., 2 chairs). Half pallets are also permissible if chair size permits.

- Tables:
  - If possible, recommend shipping in a master carton, in store ready packs.
  - If not possible, tables must be protected with proper packaging and stacked neatly for efficient unload.

- Tables with Glass tops:
  - Ship using a master carton, in store ready packs. Additional packing material should be used to protect the glass tops.
  - Alternative is stacked on a pallet, securely packaged in store ready packs (e.g., 2 chairs, 1 table = bundled and packed in same carton).
  - FRAGILE stickers must be placed on the outside of the main carton or on store ready packs.
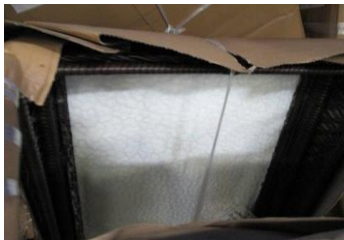


- Manila Hangtag – APPLIES TO VENDORS WHO AGREE TO PURCHASE MANILA HANGTAGS:
  - Attach a blank manila hang tag to each item. The hangtag should be zip tied securely through any opening in the furniture, or zip tied around an arm or leg.
  - If 2 chairs intended per store, then zip tie the 2 chairs together with the manila hang tag. (This tag is used for outbound shipping label from Ross DC).

Framed Art, Mirrors, & Glass Furniture

- Packaging Materials and Packing
  - Merchandise must be packed face-to-face with 10mm (0.40") foam board in between units.
  - Together, units must be bubble wrapped with two layer of bubble sheets (use 5/16" bubble).
  - Protective packaging must maintain a minimum of 1½" clearance between merchandise and carton wall.
  - 65mm (2.5") foam board are required along all four edges of the carton.
  - Corner protectors should be affixed to the back of the mirror.
  - All hanging apparatus, such as saw-tooth brackets, wire cables, hooks, etc., must be covered to prevent surface abrasions while in transit and in stores.
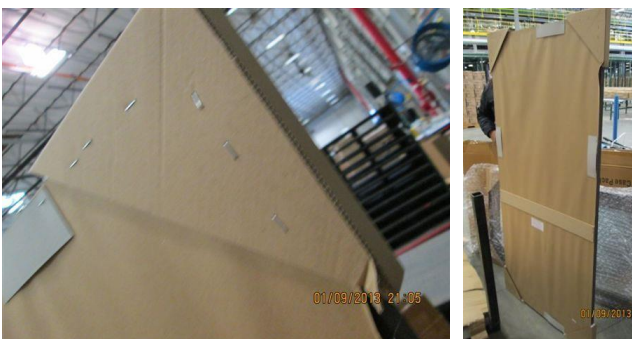
- Shipping Standards
    - When shipping mirrors or framed art on pallets, the below guidelines are required: on assorted mirrors that will ship intact to the stores (store-ready pallets), to ensure stability of pallets and for pallets to remain upright until arrival to stores:
        - Use a full-size pallet (smaller size pallet can easily tilt over due to the height and weight).
        - Stack cartons together (facing the same direction) perpendicular to the pallet's slats/boards. This will prevent cartons from slipping between the slats.

        - Apply strap/band parallel with the pallet's slats (perpendicular will lift the slats) and keep tension consistent. Recommend adding v-boards across the top of the cartons to prevent straps cutting into the cartons.

Please consult with the buyer on pallet configurations where applicable.

Framed Art
- Face of the glass must be completely covered with foam sheets or bubble wrap (e.g., glass covering artwork).
- Bubble wrap around the entire item.
- Styrofoam around all both sides of the item
- **Note** – if item is canvas, the above are not required.

Mirrors & Glass Furniture

- All mirrors must be pre-ticketed.
- Face of the mirror/glass must be completely covered with foam sheets or bubble wrap.


- 1-Tier or Multi-Tier with Mirror/Glass Top
  - Mirror/Glass Securement:
    - 1-Tier: Loose glass must be wrapped with plastic wrap to the frame to keep glass in place.

    - Multi-Tier: Styrofoam must be used to cover the full surface of middle and bottom tiers and kept in place with zip tie.


- Protective Packaging:
  - Molded Styrofoam on the top and bottom, fit tightly around the item.
  - Bubble wrap around the entire item.
  - Styrofoam around all 4 sides of the item.
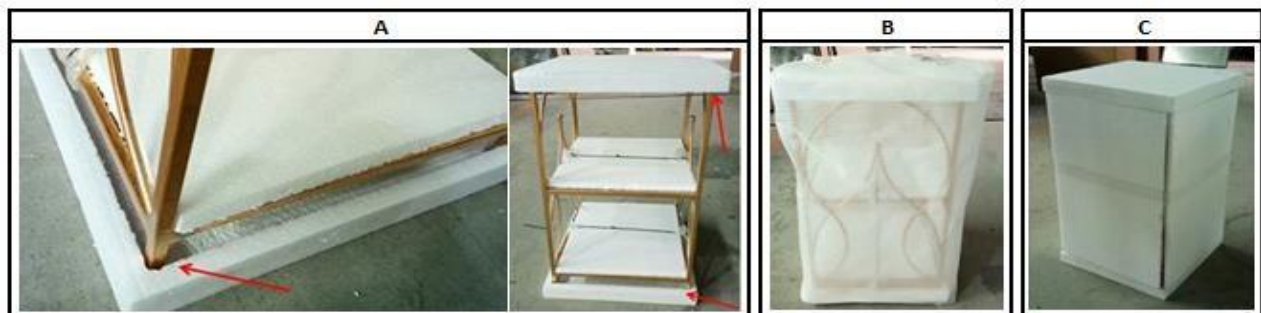
Rugs

- PO# / SKU# (last 4 digits only) / Style# should be on a 2" x 2" or 2" x 4" label on both ends of a rolled rug.
- For flat rugs, please apply PO# / SKU# (last 4 digits only) / Style# on a 2" x 2" or 2" x 4" label next to vendor packaging label.
- All area rugs must be pre-treated or fumigated to prevent infestation.
- All large rugs must be rolled with the pattern facing the outside of the roll.
- All rugs should be bagged or wrapped in clear plastic bags.
  - Plastic bag must be at least 4.5 mm thick.
  - Natural fiber wrapping material or bags are not acceptable (no burlap sacks).
- Rugs must be rolled individually.
- Flat packed rugs may be packed in store-ready assorted packs with permission of the Buyer.
- Load rugs so that label faces tail of truck to assist in unloading.
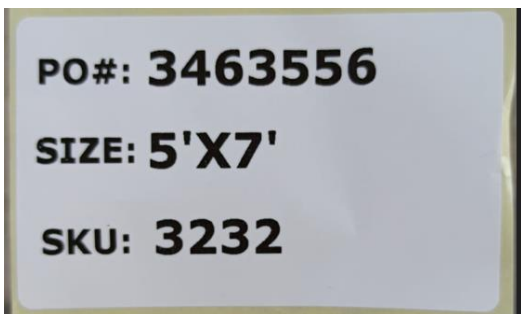
Bed & Bath

- Vendor inserts or header cards must include size and should include vendor style # when possible.
- Vendors must apply size sticker dots to packaging.

- Do not mix sizes in same carton.

Lamps

- Items should fit comfortably inside the carton, surrounded by cushioning material at the top, bottom and four walls of the carton.
- Cartons must have top layer and four-corner protection.

- Lamp Shades
  o Must be protected with plastic.
  o Must be wrapped in a thick layer of cardboard or Styrofoam, secured in place with packing tape.

- Lamp Neck & Base
  o _Neck_ should be placed in a plastic bag and wrapped with a thick piece of cardboard or Styrofoam and secured with packing tape.

- _Lamp base_ should be tightly secured in a thick piece of Styrofoam that fits the size of the master carton.

- o This adds stability to the bottom of the master carton and further protection to the base and cords.
- o Cords should be tightly wrapped among Styrofoam to keep from tangling.

- Lamp Harp + Finial
  - o Place in a RED plastic bag, clearly marked "HARP & FINIAL."
  - o Must be 1) secured to the lamp shade spine and 2) placed in protective cardboard.

Oversized
- Oversized requirements apply to all merchandise categories except furniture. For furniture, refer to Home.
- An oversized item after packaged exceeds max conveyable carton guidelines (100 lbs. or more).
- Oversized items should be protected and placed into a single-unit master carton.
- Oversized items are non-conveyable and must be palletized and approved by your Merchant due to heavy work content in our distribution centers.
- Choose a pallet size that best fits the product. Half-pallets and quarter-pallets are acceptable for use with the stipulation that the pallet can be handled using a standard pallet jack and forklift.

Food
- Vendor to supply accurate "best by" or expiration date to Merchant upon completion of buy.

Natural Fiber Items

This category includes products made of rattan, bamboo, seagrass, raffia, or wood.

- All items must be pre-treated or fumigated to prevent infestation.
- Items must be completely dried before packaging to prevent mold.
- Silica gel packets are required inside the product / carton and container / trailer to keep the merchandise dry during shipping. Please refer to 4.4 Mold / Desiccant Requirements and 7.4 Mold / Desiccant Requirements.

Weights

- Vendors use heavy duty corrugated cartons for strength to resist crushing.
- Store-Ready Packaging
    - Pre-ticketed
    - Packs of 2
    - Straps on individual cartons
- Below is a good example of the above, with the exception of being pre-ticketed.

- Below are examples of poor packaging.
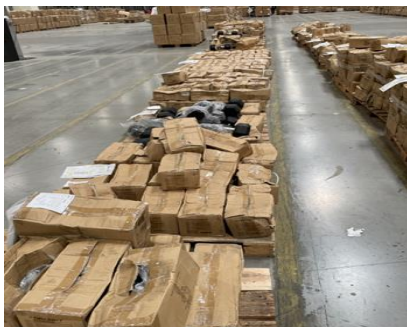
- Pallets should be stacked max 3-4' high.

- Secure cartons on pallets using shrink wrap and/or straps.
- Use load locks in trailers, to secure pallets or floor loaded cartons, to keep from shifting.
- Outbound DC Loading – should be loaded on the floor and not stacked on top of other cartons.


9.0 GLOSSARY

Burst Strength

The force required to rupture corrugated combined board with a rubber diaphragm; relates indirectly to a box's ability to withstand external or internal forces (according to industry standards).

Carton Dimensions

When describing the length, width, and height of the cartons,
LENGTH is the distance of the flap at the opening.
WIDTH is the distance perpendicular to the flap opening.
HEIGHT or DEPTH is the distance between openings of a carton.
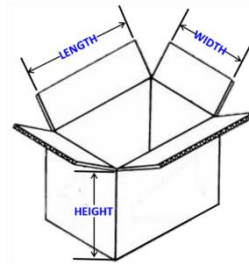
Corrugated Board

A corrugating medium between two flat facings of linerboard.

Corrugating Medium/Flute

The paper inside the corrugated board (wavy/ridges), between the flat linerboards. The Ross standard required flute size B+C on a double wall corrugated.

Double-Wall Corrugated

A corrugated medium made of 2 flutes and 3 flat linerboards (Three flat linerboards alternating with two corrugating mediums).
Minimum Standard:
Flutes must be B + C grade.
The medium must have a minimum Burst Strength Test of 275# and Edge Crush Test of 48 ECT.

ECT (Edge Crush Test)

The amount of force needed to cause compressive failure of an on-edge specimen of corrugated board; a primary factor in predicting the compression strength of a completed carton (according to industry standards).

Flaps

Extension of the panels that form the four side walls of a box. When folded, flaps must be sealed securely with tape, adhesive, or wire stitches.

Flute

The ridges/waves in the corrugated medium.
The grade of the flute will determine the carton's burst and compression strength.
The direction of flute usually runs parallel to the carton's height which provides better stacking strength.

Vertical flute box.

Vertical Flute Orientation
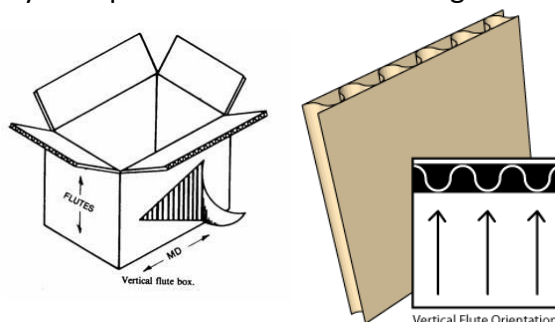
Inner Carton

An inner carton is a corrugated carton that may contain one or multiple items and packed within a shipping carton.

Assortment and quantity configuration per shipping and/or inner carton must be prearranged with Buyer. Items in store-ready cartons should be pre-ticketed. Any questions regarding pre-ticketing should be directed to preticket@ros.com.

Example of a master carton containing inner cartons:

Master Carton

A master carton is the exterior corrugated carton that may contain a single item, multiple items, or a set of inner cartons. It serves as the container that vendors affix the shipping label to, and Distribution Centers will unload from trailers, place on conveyors, and possibly load onto trailers destined for stores.

RSC (Regular Slotted Containers)

A box style manufactured from a single sheet of corrugated board. Flaps extending from the side and end panels form the top and bottom of the box. The two outer flaps are on-half of the container's width so that they meet at the center of the box when the user folds them. Flute direction is normally vertical.