



Vendor Guidebook

Division of Casual Male Retail Group, Inc

Introduction Letter

Dear Valued Living XL Manufacturer,

This vendor guidebook is all inclusive for LivingXL and can be found in the same location as the Casual Male Retail Group vendor manual which is available in its entirety at www.bigandtall.com/vendors.

Vendor Manual Objective

The CMRG Vendor Manual is the common document where suppliers will locate CMRG requirements for manufacturing of a quality product deemed acceptable to be merchandised by Casual Male Retail Group, Inc. This invaluable tool is updated and enhanced to ensure that our commitment to deliver merchandise to our customers is consistently met. All suppliers must fully read this vendor manual in the interest of best business practices with CMRG Apparel LLC.

Note

For the purposes of this document the term “vendor” and “manufacturer” are used interchangeably.

Brand Protection Policy and Confidentiality Clause

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Collaboration

Providing the contact information for appropriate individuals in your company that must be proficient and knowledgeable of the vendor manual contents will ensure future communications are sent to the most key individuals. Email this information to Director of Product Integrity and cc the Merchandising Buyer, Cara Hardy .

Thank you with regards,

Sandy Sherman
Director of Vendor Compliance & Quality Assurance
Casual Male Retail Group
Global Sourcing
555 Turnpike Street
Canton, MA 02021
ssherman@cmal.com
781 821 2500 x3356

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Purpose of LivingXL Guide

Sections:

- I – Overview of Vendor Set Up & Guidelines for assessment of EDI capabilities
 - **Manufacturer must contact EDI Team at edi@cml.com to have capabilities evaluated.**
- II - Specify the company's packaging, packing, shipping and loading requirements for LivingXL.
- III – Detail Product Approval Process, Product Testing and Quality Assurance Inspection procedures for LivingXL program requirements
- Appendix - product test protocols
 - Each **Brand** manufacturer/vendor **must have internal and comprehensive quality assurance program** that includes but is not limited to comprehensive product testing and reporting, product quality assurance Final Random inspection at minimum, social accountability monitoring with Social Compliance Audit, CAP and follow up Audits on record and full compliance all regulations required in the markets where the product is distributed.
 - CMRG Director of Product Integrity and Merchandising Team for LivingXL at any level of management may ask you to provide documentation of the same above mentioned and/or on an as-needed basis.
 - In the event that a Brand does not have an established internal QA process and/or a vendor is manufacturing **CMRG Private Label** production the vendor **must also refer to the CMRG Vendor Manual for the above mentioned CMRG Program requirements at www.bigandtall.com/vendors**

SECTION I – VENDOR SET UP: OVERVIEW

- **Vendor Set Up Form** must be completed to initiate system set up with Finance Department. Use the appropriate Domestic or Import Set Up Forms on the following pages as requested and return completed form directly to the origin of the request. This is most commonly a Merchandising Buyer or Global Sourcing Manager.
- **EDI Technology** CMRG is committed to supporting the Universal Product Code (UPC), Electronic Data Interchange (EDI), Voluntary Inter-industry Commerce Standards (VICS) and the Uniform Code Council (UCC) standards. By implementing these standards and technologies CMRG can expedite merchandise through the supply chain thus insuring an expedited flow from our trading partners to the selling floor, better management of inventories, increased sales and enhanced customer service. It is our goal to have all

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- Vendors fully compliant with EDI production.

EDI Technology Guidelines (Not available for drop ship)

OBJECTIVE

CMRG is committed to supporting the Universal Product Code (UPC), Electronic Data Interchange (EDI), Voluntary Interindustry Commerce Standards (VICS) and the Uniform Code Council (UCC) standards. By implementing these standards and technologies CMRG can expedite merchandise through the supply chain thus insuring an expedited flow from our trading partners to the selling floor, better management of inventories, increased sales and enhanced customer service. It is CMRG's goal to have all Vendors fully compliant with EDI production.

SUMMARY OF STANDARDS

- Merchandise should be marked with quality, industry standard; vendor generated UPC bar-code ticket including vendor style and size.
- Provide accurate, updated UPC via Quick Response Service Catalog (QRS).
- Required EDI documents
 - A) 850 Purchase Order and 855 (optional) Purchase Order Acknowledgment
 - B) Accurate carton level EDI Advance Ship Notice (856)
 - C) UCC-128 Shipping Container label related to a valid ASN
 - D) Functional Acknowledgment (997)
 - E) 810 Invoice

EDI DOCUMENTATION AND TRANSMISSION

A. Qualifications for Becoming an EDI Partner with CMRG

- To qualify as an EDI partner, your company must be 100% UPC marked and provide us with access to your UPC catalog. EDI is a requirement of doing business with CMRG. As vendors, you are expected to comply and contact us to start testing.
- You must be capable of transmitting the necessary EDI documents required by CMRG.

B. Setting up accounts to start EDI with CMRG

- Current and new vendors contact our EDI department at edi@cmal.com or email: Shirley Roderick, sroderick@cmal.com, OR Holly Szabo, hszabo@cmal.com

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C. EDI Document Requirements

- #850 Purchase Order
- #855 Purchase Order Acknowledgment (Optional)
- #856 Advanced Ship Notice (ASN) with accurate carton level information.
- UCC-128 Shipping Container Label (856 ASN)
- #997 Functional Acknowledgment
- #810 Invoice

D. #810 Invoice EDI Transmission Standards

Transmission of Advance Invoices, Packing Slips and #856 Advance Shipping Notices must contain the following information:

- Your Name, Address and phone number
- Your invoice number
- Factor information
- Our Purchase Order Number
- UCC-128 with SKU and quantity associated with that UCC-128
- Total weight of Shipment
- Total number of cartons in your shipment
- The freight carrier
- The exact quantity (in units) by style, color and size
- We will only accept one ASN per purchase order.

Advance Shipping Notices (ASN's) must match the shipment and be transmitted to CMRG the same day you tender the shipment to the carrier.

E. EDI Technology

CMRG will issue charge backs for any and all EDI non compliance issues including but not limited to: unable to receive 850 purchase order; no 856 ASN transmission; 856 transmission is incorrect or was not received prior to the arrival of the shipment at CMRG's distribution center; failure to consolidate ASN's on one BOL at the rate of \$250.00 per purchase order plus \$5.00 per carton. Failure to transmit an 810 invoice or transmitting an 810 invoice with errors will result in a charge back of \$100.00 per invoice.

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New May 1, 2010: If the ASN transmission date and carrier signed BOL date do not match a 5% merchandise invoice deduction up to a maximum of \$2,000 per ASN will be taken.

If you have any questions or concerns regarding CMRG's EDI program, documentation requirements and/or transmission standards please contact our EDI department at edi@cmal.com

SECTION II – MERCHANDISE PREPARATION

Packaging – general materials

	Shall be sufficiently sized to hold the product without deforming the product or the retail packaging.
	Each box shall be well constructed, so as not to fall apart, deform or crush when stacked. There shall be no deformation.
	Packaging shall include a sufficient amount of packaging materials inside each to prevent crushing/deforming of the product.
	Each product shall be encased in packaging materials to prevent any scratching / marring / damage on the product. General industry standards for plastic bag or packaging materials apply <ul style="list-style-type: none"> • Factory sourced • Tissue must meet industry standard quality, construction and regulatory requirements • Poly bag Material of linear low-density polyethylene of a minimum thickness of 1.0 mil • Poly bag Suffocation warning (English, French, Spanish): WARNING: TO AVOID DANGER OF SUFFOCATION KEEP THIS BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES, OR PLAYPENS. THIN FILM MAY CLING TO NOSE AND MOUTH AND PREVENT BREATHING. THIS BAG IS NOT A TOY.

Packaging – carton markings and requirements

	Each LivingXL box may have a picture of the product.
	Each Living XL box may include name of brand.
	Each Living XL box shall include country of origin marked in a conspicuous and legible way.
	Packaging materials – factory sourced and must meet minimum industry standards as above mentioned
	All units must be individually boxed / packaged. The following must be predetermined with buyer: <ol style="list-style-type: none"> 1. If product requires reshippable cartons and packaging 2. If product is also packed in master carton or shipped individually in a reshipper carton.
	Reshipper carton and packaging/carton must comply with minimum quality requirements as well as regulatory requirements and guidelines.

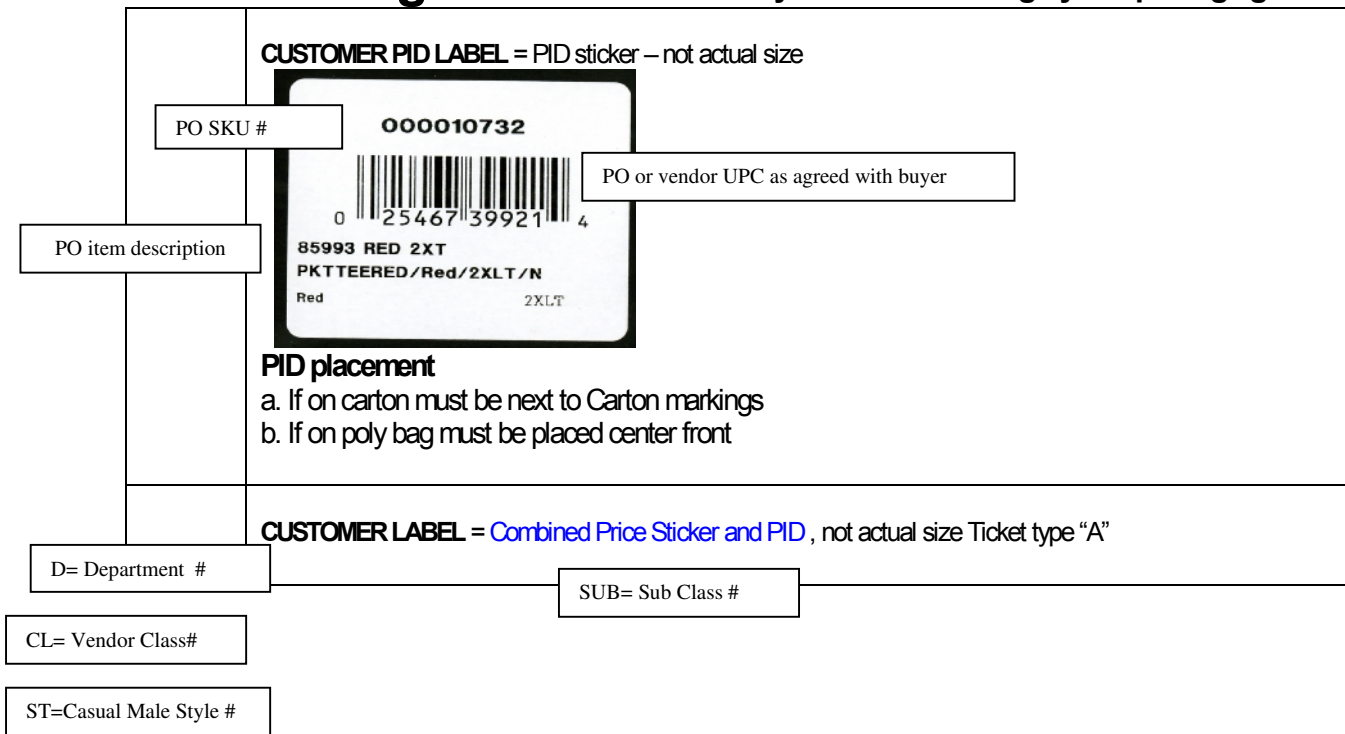
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	<p>The minimum required carton markings on the shipping carton are as follows and should be located in a conspicuous location on the carton:</p> <ul style="list-style-type: none"> ◀ LivingXL PO#: ◀ Living XL style#: X 1234 ◀ Color name from PO:
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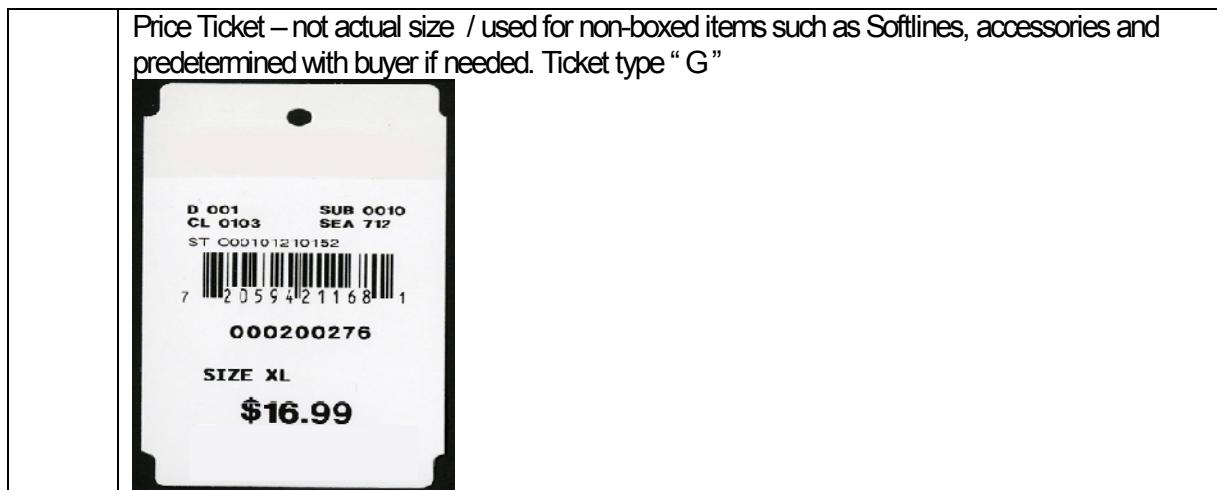
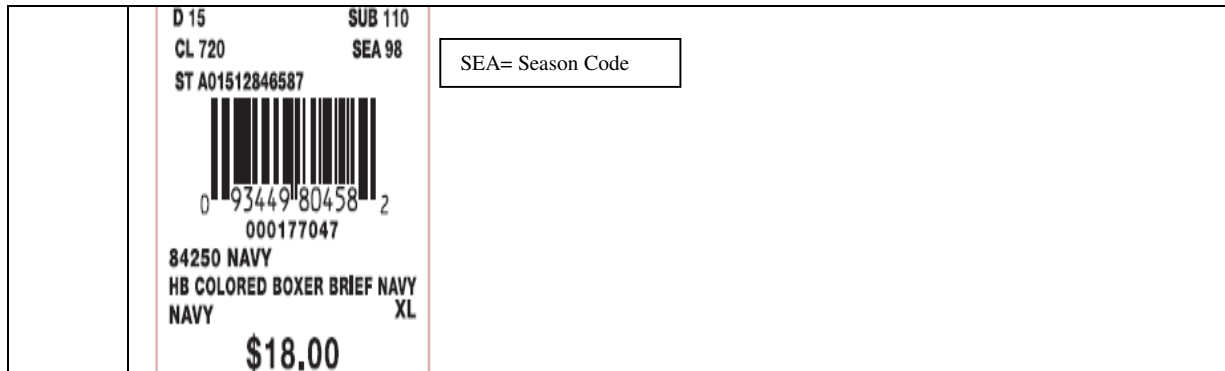
Packing - general requirements for packing shipping carton

- All cartons must be labeled with carton markings required
- All cartons must be of a high quality corrugated and be delivered to CMRG in re-shippable condition
- All cartons must have a bursting weight of 200 lbs (90.72 kg) per square inch
- All cartons must have top opening flaps
- Bands or straps are strictly prohibited from being used on cartons
- All cartons must be securely taped in an "I" or "H" pattern with a high quality clear tape
- 40 lbs is maximum weight of carton for conveyable products
- **100% Compliance to Purchase Order - non-conveyable ONLY ONE COLOR, ONLY ONE SIZE PER CARTON**

Pre-ticketing/sticker – determined by merchandise category and packaging



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Pre-Ticketing/Stickers - Vendor's Own Supplier Option

- Initiate contact for approval process to print your own labels or questions to mfreitas@cmal.com
- Examples are located in chapter 8 & 9 of CMRG vendor manual at www.bigandtall.com/vendors ; be advised that this is the required format and specifications that must be strictly adhered to and approved by CMRG. Logos must be accurately duplicated, must have the exact same logo color standards and be of the exact same format and size specifications as detailed on the examples.
- Send minimum three (3) physical samples directly to Attention: Maria Freitas, Global Sourcing Dept at 555 Turnpike Street; Canton, Ma 02021
- Written approval is provided or otherwise recommendation for improvement will be sent to the contact email address provided to Maria Freitas at mfreitas@cmal.com
- Upon receipt of CMRG approval for Price Tickets, (Price or PID) stickers, supplier must maintain the integrity of the approved format for on all future purchase orders from that

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time. In the event of changes that affect the approved physical sample, it must be resubmitted for the above mentioned approval process.

Pre-Ticketing/Stickers – Standard Operating Procedure nominated label supplier

Critical Process Information

CMRG must be notified of any and all mailing address changes. When a purchase order is authorized the information is sent on a nightly basis to FineLine, our nominated supplier. New vendors must create an account on Fast Track to order tickets.

Appropriate approver contact information:

Vendors ordering tickets thru FineLine that have questions or concerns should contact Kayte Henderson @ khenderson@finelinetech.com

Loading – Container, Trailer and Pallet

These requirements must be read and fully understood by the personnel responsible for trailer/container and pallet loading. Ensure that any questions are presented to CMRG Traffic and Logistics Dept at 718-828-9300 ext. 2255 or 2665 prior to any loading.

NO EXCEPTIONS

- **Containers and Trailers must be loaded by PO and SKU in numerical order**
 - Must always be packed together by PO and also by SKU in consecutive order when loading a trailer or a pallet
 - Whether floor loaded into a trailer / container or stacked on pallets; there are absolutely no exceptions to loading together by PO and SKU #
 - Ensures an efficient unloading process at CMRG's distribution center
 -
- **Cartons must be loaded on a pallet by PO and SKU**
 - The cartons must be uniformly stacked in a block configuration with the carton label clearly visible.
 - When pallet loading it is important to ship as few pallets as possible to reduce freight charges
 - Multiple PO's and SKU's are allowed on a pallet only if stacked together in order by PO and also in order by SKU with like SKU's together and in numerical order

Standard Shipping Terms

LDP Shipments for both Domestic Vendors and Direct Sourcing Suppliers

Supplier's confirmation of purchase orders is acceptance of shipping terms.

Suppliers must plan properly to have goods at fob point location in time to **call for routing** within the shipping window which is set forth on the purchase order. Product must be called for routing within the ship window on the purchase orders in the section containing "Do Not Ship Before" and the "Do Not Ship After" in order to achieve the expected delivery date. Supplier must contact the CMRG Traffic Department for routing and documentation instructions. Designated in each purchase order there are eight (8) days in the shipping window allowed by Logistics Department requirements.

Definitions of associated terms:

"Do Not Ship Before": first date supplier must call for routing

"Do Not Ship After": last date supplier must call for routing no later than this date

"Cancel Date": this is the date following the "Do Not Ship After" date, purchase order is considered cancelled if the supplier has not called for routing

"Early or "Late": the status of purchase order that does not comply with the authorized shipping terms and is considered Unauthorized shipment unless written approval is obtained from merchandising buyer or executive level of management.

FOB Vessel Country of Origin Suppliers

Suppliers' confirmation of purchase orders is acceptance of shipping terms.

Purchase orders must be shipped within the ship window established by the "Do Not Ship Before" and the "Do Not Ship After" vessel dates as written and contracted in the purchase order to achieve the expected delivery date. All suppliers should contact the appropriate Phoenix origin office for booking, routing and documentation instructions at least fourteen (14) days prior to the Do Not Ship Before date designated in each purchase order.

Definitions of associated terms:

"Do Not Ship Before": first vessel sailing date available

"Do Not Ship After": last vessel sailing date available

"Cancel Date": this is the date following the "Do Not Ship After" date, purchase order is considered cancelled if it has not sailed on a vessel within the ship window

"Early or "Late": the status of purchase order that does not comply with the authorized shipping terms and is considered Unauthorized shipment unless written approval is obtained from merchandising buyer or executive level management.

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Authorization for Late Shipment

Merchant team may elect on exception basis only to choose one of the following for disposition of late shipments:

LDP Shipments for both Domestic Vendors and Direct Sourcing Suppliers

- Cancel all or part of the purchase order
- Impose financial penalty and allow the purchase order to ship

FOB Vessel Country of Origin Suppliers

- Cancel all or part of the purchase order
- Impose financial penalty and allow the purchase order to ship
- Purchase order shipped via air freight at the supplier's expense

In the event of CMRG concedes to early or late shipment, supplier must have obtained authorized approval in writing from the merchandising buyer or executive management team and must include the details of the negotiated disposition of the purchase order(s) such as but not limited to; discount for reduced cost, reduced quantity, charges for expedited shipping and/or distribution center handling or participation in markdown exposure.

Unauthorized Shipment

Purchase order(s) shipped prior to the Do Not Ship Before date or after the Do Not Ship After date *without prior written approval* are deemed unauthorized shipments. Unauthorized shipments will not be received by the Distribution Center and are subject to supplier non compliance chargeback policy and procedures on average but not limited to assessment fee of 5.0%

Shipping - International Routing

Freight Forwarder

For all import purchase orders (first cost) being imported by Casual Male Retail Group Inc. (CMRG) d/b/a CMRG Apparel LLC are to be routed through CMRG's nominated freight forwarder Phoenix International Freight Services, Ltd. (Phoenix) for air and ocean.

Phoenix has offices worldwide and will provide global coverage for the booking, routing and document collection of all CMRG ocean and air shipments applicable to all CMRG first cost purchase orders. You can locate the Phoenix office in your area/country by simply going to their website phoenixintl.com; in the home page click on "Contact" and then click on "Territory Map" or you can contact Teresa Larosa (781-994-0006 ext. 10520; tlarosa@bos.phoenixintl.com) or Tom Porzio (ext. 10120; tporzio@bos.phoenixintl.com) at the Phoenix Boston (USA) office.

Please note that CMRG's terms of purchase for all first cost purchase orders are FOB, meaning that all origin charges assessed by consolidators, freight forwarders and/or steamship lines/airlines, are the

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responsibility of the vendor. To maintain the timely and correct routing of your purchase order(s), all suppliers should contact the appropriate Phoenix origin office for booking, routing and documentation instructions at least 10 days (for sea) or 4 days (for air) prior to the Do Not Ship Before Date designated in each purchase order.

Whenever it is necessary for your purchase order(s) to be shipped via air they must be routed using Phoenix International regardless of the party incurring the expense, no deviation is allowable.

Factory Loaded Containers

If factory loading of containers is approved when cargo is booked through Phoenix, the following guidelines must be adhered to:

Freight Volumes needed to Factory Load

- 45' Container = 70 CBM or better
- HQ Container = 60 CBM or better
- 40' Container = 50CBM or better
- 20' Container = When more cost efficient then sending LCL

It is imperative that containers are built in such a way that they can be unloaded at Casual Male's distribution center as quickly and efficiently as possible. Casual Male recognizes that it may be more cost effective for a factory to load its own containers, but because of strict requirements at the Casual Male distribution center, factories need to recognize that this is a privilege, and **if the method outlined below is not followed, the privilege will be denied on future factory load requests.**

- Cargo must be loaded into container by Purchase Order and SKU number
- A PO can only be split between multiple containers where there are too many cartons in that Po to fit in one container. In this case, SKU's must be loaded together.
- SKU integrity must always be maintained. A SKU must never be split over multiple containers

If you have any questions or concerns regarding the routing of CMRG import (first cost) purchase orders please do not hesitate to contact our Logistics Dept at 718-828-9300 ext. 2255 or 2665.

Importer Security Filing (10+2)

Importer Security Filing (ISF) is a step in the [Department of Homeland Security's](#) (DHS) strategy to better assess and identify high-risk shipments from entering the United States. It is also known as "10+2". The ISF is basically a requirement from the [US Customs and Border Protection](#) (CBP) for importers and carriers to electronically submit additional information on cargo before it departs the port of origin.

This regulation requires carriers to submit "10+2" additional pieces of information in order to enhance the security of the maritime environment. The additional information includes 10 data elements reported by the importer, and 2 additional data files that are reported by the carrier.

During 2009, this has been optional, but becomes a **mandatory requirement** in January 2010. Note that non compliance will result in penalties being assessed by US Customs, so I would like to remind you of some key elements.

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Manufacturer/supplier
Seller
Buyer
Ship to
Country of origin
HTS number

To facilitate the reporting, following is a form from our freight forwarder/booking agent, Phoenix International that must be submitted with every cargo booking request.

Please note that you only need to fill in Container Stuffing location and Consolidator/Stuffer if you are loading the container yourself (this is also noted on the form). If there is an 'NA', the entry can be ignored.

Shipping – Domestic Routing Instructions

CMXL (Retail & Direct)

RBT (Retail & Direct)

Revised: May 1, 2009

The routing and shipping instructions contained in this guide must be strictly adhered to when shipping merchandise to **all divisions** of the Casual Male Retail Group (CMRG) distribution center located in Canton, MA. Only carriers authorized by CMRG can be used. Violations or non compliance resulting in incremental freight, handling or administrative costs being incurred by CMRG will be charged back in full (minimum charge \$100.00). The policies contained herein supersede any and all prior publications of the CMRG Merchandise Vendor Routing Guide. Please discard all prior versions of this guide and ensure that all customer service, logistics and shipping associates in your company receive a copy of this routing guide and fully comply with its instructions.

All CMRG Merchandise Vendors must EMAIL or FAX a completed Vendor Routing Authorization Form (VRAF) for the appropriate division to the CMRG Logistics Department for an authorization number and carrier routing 48 hours prior to shipping. VRAF forms for each division are located at the end of this guide which are only SAMPLE COPIES and cannot be used.

To obtain an original VRAF, contact CMRG Logistics either by phone 781-828-9300 ext. 2528 or 2223; Email address: traffic@cmal.com or by fax 781-828-5035.

CMRG Logistics Dept. Hours: Monday – Thursday 8am-4pm / Friday 8am-2pm EST

Email: traffic@cmal.com / Fax: (781) 828 – 5035

Telephone: (781) 828 – 9300 Ext. 2528 or 2223

CMRG VENDOR ROUTING STANDARDS AND REQUIREMENTS

Any and all routing guide, shipping and/or freight related violations will be charged back at the associated rate found in the Schedule of Charge Back Fees for Routing Violations included in this routing guide.

- Vendor must provide CMRG Logistics Department a minimum of 48 hours prior notice for merchandise pick-up.

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- Vendor must EMAIL or FAX a completed Vendor Routing Authorization Form (VRAF) to the CMRG Logistics Dept. 48 hours prior to your "Ready to Ship Date". The CMRG Logistics Dept. will assign an authorization number, carrier routing and fax the VRAF back to the vendor.
- Create ONE Bill of Lading (BOL) when shipping MULTIPLE PURCHASE ORDERS (P.O.) and/or MULTIPLE DIVISIONS on the same day.
- All P.O.'s must be shipped complete and on time. Partial, early or late shipments are not permitted without pre-approval from CMRG's Divisional Merchandise Manager (DMM).
- PO and SKU integrity must always be maintained when loading a trailer or a pallet therefore cartons must always be loaded simultaneously by PO # and SKU # to ensure that all cartons for each PO and SKU are loaded together. Whether floor loaded into a trailer / container or stacked on pallets loading simultaneously by PO and SKU # must be adhered to in order to ensure an efficient unloading process at CMRG's distribution center. When cartons are loaded on a pallet by PO and SKU the cartons must be uniformly stacked in a block configuration with the carton label clearly visible. When pallet loading it is important to ship as few pallets as possible to reduce freight charges therefore we permit and encourage multiple SKU's on a pallet as long as they are stacked simultaneously insuring each SKU is kept together on the pallet.
- CMRG encourages pallet loading unless the cubic measurement of the cartons will prohibit all of the cartons from fitting on one trailer then the cartons must be loaded loose on the floor of the trailer to maximize the space in the trailer. CMRG will issue instructions on the VRAF whether to pallet load or floor (loose cartons) load.
- Regarding Landed (LDP) Shipments, vendor must EMAIL or FAX a completed VRAF to the CMRG Logistics Department for inland routing and authorization 48 Hours Before shipments arrive and clear U.S. Customs. Failure to comply resulting in any subsequent pier related charges such as but not limited to detention, per diem and demurrage will be charged back.
- LDP terms: (A) Except for FOB Boston, CMRG does not pick up full LDP container shipments. (B) Non FOB Boston full containers and all LCL LDP shipments must be tendered to CMRG's carrier as loose freight.
- Carrier loading (detention) at vendor warehouse or shipping location cannot exceed two hours. Any detention charged by a carrier exceeding two hours will be charged back.
- When authorized, UPS Ground shipping must be on a collect or 3rd Party basis. Do not prepay and add the freight charges to your merchandise invoice. CMRG does not pay freight on merchandise invoices. Contact the CMRG Logistics Department for the applicable UPS Shipper number to be applied to your shipment.
 - Air Freight can only be authorized by the CMRG Logistics Dept.

BILL OF LADING (BOL) PREPARATION

It is mandatory that your BOL contain all of the following:

1. Ship to: Consigned to the appropriate CMRG Division (if multiple divisions, ship on one BOL and consign to Casual Male Retail Group)
2. Ship from: Complete vendor name and address

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3. The total number of cartons and weight
4. All CMRG P.O. Number(s) and Authorization Number(s); Authorization # must include prefix (CM, RBTR or TBD)
5. An itemized breakdown of cartons and units by P.O. #
6. Applicable National Motor Freight Classification (NMFC) Code
7. **Carrier's Volume Quote ID# when assigned by CMRG Logistics Dept on the VRAF**
8. Carrier name and date shipped
9. Freight terms are "collect" unless otherwise specified on the P.O.

SCHEDULE OF CHARGE BACK FEES FOR ROUTING VIOLATIONS

UNAUTHORIZED CARRIER: *The charge back will be the additional freight expense incurred; minimum charge \$100.00.*

LESS THAN 48 HOUR NOTICE FOR ROUTING: *If CMRG's Logistics Dept. was not contacted for authorization and carrier routing 48 hours prior to shipping resulting in a more expensive carrier routing, the additional freight expense incurred will be charged back; minimum charge \$100.00*

LATE SHIPMENTS: *5% merchandise invoice deduction*

CARTONS ARE NOT LOADED ON TRAILER OR PALLET IN PO AND SKU ORDER: *charge back rate is \$250.00 per purchase order plus \$5.00 per carton.*

LABELS ARE NOT VISIBLE ON PALLET LOAD: *charge back rate is \$250.00 per purchase order plus \$5.00 per carton.*

BILL OF LADING VIOLATIONS (BOL): *The charge back is \$250.00 per purchase order.*

VOLUME QUOTE VIOLATIONS: *When instructed by CMRG Logistics, the Volume Quote ID # must be written on the BOL. Any incremental freight costs will be charged back in full; minimum charge \$100.00.*

WEIGHT or CUBIC FOOT VIOLATIONS: *Whenever the actual shipped weight or cubic footage is either less than or greater than the weight or cubic footage noted on the Vendor Routing Authorization Form (VRAF) resulting in higher freight charges, the incremental freight expense caused by the weight or cubic footage discrepancy will be charged back in full; minimum charge \$100.00.*

SHIPMENT IS PALLET LOADED INSTEAD OF FLOOR LOADED OR TOO MANY PALLETS ARE SHIPPED: *Any incremental freight charges incurred due to pallet loading large volume shipments or carrier invokes cubic capacity rule charges will be charged back in total; minimum charge \$100.00*

SHIPPING MULTIPLE PURCHASE ORDERS AND/OR MULTIPLE CMRG DIVISIONS ON THE SAME DAY ON MULTIPLE BILLS OF LADING: *The amount of the charge back will be the difference of the combined higher freight charges of the multiple BOL's and the lower freight charges had they been properly shipped on one BOL; minimum charge \$100.00.*

INCORRECT NMFC CODE: *Incremental freight charges incurred; minimum charge \$100.*

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AIR FREIGHT: Any shipment for which air freight has not been authorized by the CMRG Logistics Dept. *The difference between the air charges and ground transport charges will be charged back in total; minimum charge \$100.00.*

SHOULD HAVE DROP SHIPPED (direct to stores): *The charge back will be for the incremental freight expenses and DC handling incurred; minimum charge \$100.00.*

TRAILER DETENTION AT VENDOR SHIPPING POINT (LOADING ORIGIN): *Any and all carrier charges incurred for detention beyond the allowed two hour loading limit will be charged back in total; minimum charge \$100.00.*

LANDED (LDP) SHIPMENTS: (A). Except for FOB Boston, CMRG does not pick up full container shipments; any drayage charges incurred by CMRG for full containers (except FOB Boston) will be *charged back in total, minimum charge \$100.00* (B). Non FOB Boston full containers or LCL LDP shipments must be tendered to CMRG's carrier as loose freight. Any container and/or CFS related charges incurred by CMRG such as but not limited to ocean or air freight, inland drayage, stripping, handling, storage, detention, per diem, demurrage, broker or customs related charges and fees, *will be charged back in total; minimum charge \$100.00*

If you have any questions or desire further clarification regarding the content of this routing guide, please contact the CMRG Logistics Dept. Email traffic@cmal.com; Fax # (781)-828-5035 or Telephone # (781)-828-9300, Ext. 2528 or 2223.

LivingXL

CASUAL MALE XL ROCHESTER
BIG & TALL

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Sample Only of Domestic Routing Form for Living XL— Do Not Use

Drop Ship

Vendor information

Provide to the Drop Ship department for each NEW vendor:

Vendor name:

Vendor address:

Email address:

Phone number:

Contact person:

What is the expected shipping time frame? How will the vendor notify us when the merchandise ships

List of products and item numbers with their corresponding crossover numbers:

Name of shipping carrier:

Vendor Check List

- ✓ Will CMRG or the vendors' account be charged for shipping costs?
- ✓ All shipments should be sent adult signature required.
- ✓ Restrictions or additional shipping costs for HI, AK, and US Territories?
- ✓ Has Accounts Payable been notified with information to pay the vendor's invoices?
- ✓ What is the vendors' return policy, including damaged merchandise?
- ✓ All measurements of items provided? (LXL items)
- ✓ Has the vendor been notified they are responsible for arranging pick up for customer returns if oversized item?
- ✓ Does the vendor have the ability to ship internationally?
- ✓ Are there any other delivery and set-up options (i.e. setup of Pride Mobility chair?)

Drop Ship Contact Information

Our contact information:

Casual Male Retail Group
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Canton, MA 02021
781-828-9300

Drop Ship Coordinator:

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asantos@cmal.com
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Drop Ship Members:

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Andrea Mitchell

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Call Center Supervisor:

Helena Dickenson Pyne

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HDickenson-Pyne@cmal.com

SECTION III – PROGRAM REQUIREMENTS

Product Approval Process

Scope:

To ensure that process steps and service level meets or exceeds Living XL product quality, delivery and cost expectations

Process:

1. **Concept** sample must be provided to Living XL
 - a. Supplier must include recommendations and/or samples of packaging for shipping and reshipping and all applicable regulatory restrictions.
 - b. Supplier must provide **Time and Action (TNA) Calendar** based on in DC date provided by Living XL for reference during Concept Sample review.
 - c. Initial draft (**IFU**) **product manual** must be available to Living XL and provided in Phase III: Top of Production Testing. Final draft must be provided to Living XL for approval.
2. **Living XL Test Protocol** must be available for basis of product development
 - a. This protocol is a living document for developing and engineering for manufacturing product with repeatable and consistent quality
 - b. Test protocols must be utilized in each department within the supplier's organizational infrastructure throughout the process and shall not be circumvented at any point unless mutually agreed upon in writing from Living XL.
 - c. Test report data is the basis for evaluation from mutually accepted third party testing laboratory, Modern Testing Services (MTS)
3. **Supplier must source** product quotes
 - a. Any quotes provided by Supplier will be based on development and source
 - b. Once an order has been placed there should be no changes to the related protocol unless agreed to by the factory that meets Supplier's criteria for allocation
4. **Supplier must provide a detailed bill of materials (BOM)** for the product:
 - a. Factory allocation and BOM will be provided to LivingXL based on mutually accepted test report data results of Phase I: Development Testing.
 - b. LivingXL must confirm Offer Sheet (OSH) prior to placing an order.
 - c. **Quality Assurance inspection** must be conducted on the components in the bill of materials according to mutually agreed upon procedure and may be by

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Supplier or nominated third party service, MTS. Living XL must be provided Inspection results prior to production.

5. Modern Testing Services **MTS is the exclusive nominated third party** testing service provider to perform testing for all phases as detailed in the Time and Action (TNA) Calendar template
 - a. "Overall Rating" indicates the Pass or Fail status according to the test properties inclusive of the named test protocol
 - b. Living XL may waive any testing failures. A Waiver must be in writing and must specify if the waiver is for the specific order being tested or if the waiver will be a permanent change to the product testing protocol. LivingXL gives direction to MTS regarding status for Living XL Test Protocols.
 - c. Supplier will determine corrective actions required to ensure the product passes laboratory testing. Any required changes to the detailed bill of material will be utilized for modification to support correction to the product specification
 - d. Cancellation policy is according to Vendor Agreement documentation

6. **Supplier ensures that product delivered to LivingXL meets the product specification** (the approved detailed bill of material and related testing protocol)
 - a. Supplier shall accept responsibility for ensuring that the product is manufactured in accordance with the approved test protocol and the detailed bill of materials.
 - b. Discrepancies between the detailed bill of material and delivered merchandise will be addressed with the Supplier for timely resolution.

7. **Living XL Purchase Order (PO)** issued determines the ship window and cannot be altered without written approval from the Buyer or higher level of management in Living XL organization.

8. **Quality Assurance Final Inspection** must be conducted and provided to Living XL. Inspection procedure may be by Supplier or nominated third party service, MTS. Only PASS Inspection report results can be shipped according to the PO as above mentioned, unless otherwise resolved with written approval.

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Product Testing

Program Overview

Casual Male Retail Group, Inc. partners with suppliers and manufacturers that share our company's philosophy for delivering quality product to our customer. CMRG Product Integrity is committed to ensuring the following:

- Vendor understands and follows the policies and procedures of the private brand process set forth to achieve common objectives for delivering quality product to our customers.
- Third party services are capable of providing the same level of service that we expect from our vendors. All third party service providers' locations globally are evaluated and monitored to ensure consistency and accuracy. These locations must meet the code of conduct, social, environmental and product quality standards of CMRG as well as any specific country requirements and national laws.

Program Testing Frequency Requirements

- Every product style must be tested and this test report data can be utilized for approval of multiple deliveries.
- Full protocol testing is required on new production for all styles including reorders unless written approval is provided for waiver by Director of Product Integrity.
- Additional textile colorways must be submitted for testing. If not available at the same time can be submitted when available but must refer to the full product test report # on the test request form to be considered for Colorfastness testing only (see product test protocol for more details).

Roles & Responsibilities

- **Factory/Mill:**
 - Be in full compliance with regulatory requirements and voluntary industry standards. Work directly with third party laboratory service provider Modern Testing Services according to testing program and as business partners, mutually function as an extension of CMRG with common objectives.
 - Provide mill product components test data for new product components development if requested.
 - Give manufacturing parameters and features for program placement.
 - Ensure product style follows meets CMRG performance requirements, overall garment features and can be achieved consistently at expected quality levels in production.
- **Supplier:**
 - Ensures that garments for testing are sufficient (see Product Testing Protocol), representation of production quality for all the style components and are submitted to Modern Testing Services (MTS) in a timely manner according to the Time and Action calendar commitment date for product testing approval.

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- Appropriate individual(s) in the vendor's organization must collaborate with the Director of Product Integrity for written test report approval.
- Ensure a fully and properly completed MTS Test Request Form accompanies all submissions to MTS.
- **MTS Service Provider:**
 - Provide test protocol as needed.
 - Enhances working relationship through outreach for initial introductory meeting as well as availability for ongoing collaborative efforts with vendors, factories and mills as needed and requested.
 - Provides global accessibility, extremely competitive prices, turn time 3-4 working days after receipt of sample and ensures completed quality test reports are provided directly to CMRG unless otherwise agreed with Director of Product Integrity in advance.
 - Provides strong partnership through customized Service Agreement with CMRG with dedication to continuous process improvement
- **CMRG:**
 - Verifies test protocol number as needed
 - Facilitates working relationship and collaboration between vendor and approved third party laboratory service provider Modern Testing Services LLC.
 - Review and provide timely comment on test report results based on time and action calendar test report approval date.

Program Highlights

- **CMRG works exclusively with the nominated laboratory service provider Modern Testing Services LLC (MTS)**
- Services include but are not limited to Product Testing, Quality Assurance Inspections, Social Compliance/Accountability Audit Program, and C-TPAT.
- MTS invoicing procedure is arranged through service agreement to direct bill this vendor paid program with the terms to MTS of net 15 days.
- Any payments not paid within 60 days will be paid directly to MTS by Casual Male and will be charged back to you by Casual Male with a 10% handling fee.
- **Service Agreement** is accessible in its entirety as needed in the CMRG vendor manual at www.bigandtall.com/vendors the same location as this guidebook:
- Seating test protocol online access

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Test Request Form

<div style="display: flex; align-items: center;"> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">CASUAL</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">MALE</div> <div style="font-size: 8px;">retail group inc.</div> </div> <div style="margin-left: 10px;"> <h1 style="margin: 0;">Living XL Hardlines Test Request Form</h1> </div> </div>	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 45%;"> <p>Casual Male Retail Group Attn: Product Services 555 Turnpike Street Canton, MA 02021 Tel: (781) 821 – 2500 Fax: (781) 821 – 7651</p> </div> <div style="width: 10%; text-align: center;">  </div> <div style="width: 40%;"> <p>Modern Testing Services Location:</p> <p><u>Asia:</u> <input type="checkbox"/> HK <input type="checkbox"/> Dongguan <input type="checkbox"/> Taiwan <input type="checkbox"/> Singapore <input type="checkbox"/> India <input type="checkbox"/> Indonesia <input type="checkbox"/> Thailand <input type="checkbox"/> Cambodia <input type="checkbox"/> Korea <input type="checkbox"/> Shanghai <u>Europe:</u> <input type="checkbox"/> Italy <input type="checkbox"/> Germany <input type="checkbox"/> UK <input type="checkbox"/> Turkey <u>Am / Au:</u> <input type="checkbox"/> USA <input type="checkbox"/> Australia</p> </div> </div>
<p>Sample Description: _____</p>	
<p>Service Required:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Regular <input type="checkbox"/> Express* (3 Working Days with 30% surcharge) <input type="checkbox"/> Shuttle* (1 Working day with 100% surcharge) <input type="checkbox"/> Quality and Labeling review <input type="checkbox"/> ISTA Transit Test <input type="checkbox"/> Development <input type="checkbox"/> Pre-production <input type="checkbox"/> Production <input type="checkbox"/> Protocol specification number: _____ </div> <div style="width: 48%;"> <input type="checkbox"/> * Available for certain tests only <input type="checkbox"/> Failure / Re-Test – Previous Report Number: _____ </div> </div>	
<p>Vendor Information</p> <p>Vendor Name: _____</p> <p>Address: _____</p> <p>Attention: _____</p> <p>E-Mail Address: _____</p> <p>Tel: _____ Fax: _____</p>	<p>Casual Male Information</p> <p>Buyer Name: _____</p> <p>Dept. Name / No. _____</p> <p>Sourcing Mgr / QC Tech: _____</p> <p>Technical Designer: _____</p> <p>Division (Please Check One): _____</p>
<p>Invoicing Information (if different from above)</p> <p>Name: _____</p> <p>Address: _____</p> <p>Contact Person: _____</p> <p>E-Mail Address: _____</p> <p>Tel: _____ Fax: _____</p>	<p>Agent Information (if applicable)</p> <p>Buying agent that represents CMRG</p> <p>Importer of Record: _____</p> <p>US Company working w/ CMRG Fax: _____</p> <p>Factory: _____</p> <p>Factory name contracted to produce garment</p>
<p>Sample Information Must be provided in order for the results to be delivered, failure to provide will result in delay of results to Vendor and Casual Male Retail Group</p>	
<p>CMRG Style Number: _____</p> <p>CMRG Dept.: _____</p> <p>Season: _____</p> <p>Brand: _____</p> <p>PO Number (optional): _____</p> <p>Sourcing Manager: _____</p> <p>Number of Samples Submitted (Should follow the sample size stated in Protocol): _____</p> <p>Colors Submitted: 1. _____ 2. _____ 3. _____</p> <p style="text-align: center;">4. _____ 5. _____ 6. _____</p>	<p>Mill/Manufacturer: _____</p> <p>Mill Address: _____</p> <p>Description / End Use: _____</p> <p>Country of Origin: _____</p> <p>Claimed Capacity (if applicable): _____</p>
<p>Casual Male Comment: _____</p>	
<p>Instructions: Please complete all sections of the test request form. Include one completed Test Request Form for each sample (style) being sent.</p>	

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Name: _____ Signature: _____	Company: _____ Date: _____
Laboratory Use Only Date Received: _____ Test Due Date: _____ Report No: _____	

Quality Assurance Inspection Program - Overview

Scope

Ensure that all Quality Assurance Managers/Auditors perform consistent and thorough inspection procedures according to Quality Assurance Inspection Program .

- CMRG must provide vendor/factory with quality assurance procedures for raw materials inspection, online quality control, and final inspection for training and open communication to ensure that the quality assurance processes are consistent with CMRG expectations and inspection criteria as well as ensure that all units shipped arrive as first quality saleable merchandise for distribution.
- Vendors /Factory must ensure that QC Managers and Auditors are consistent and thorough in their procedures
- It is imperative to CMRG quality assurance efforts that the following checkpoints are verifiable and performed:
 - [Third Party Quality Assurance Inspections must be scheduled and conducted unless supplier's own QA team has written approval from CMRG to conduct QA Inspection.](#)
 - Conducted when 80% of the order has been completed and packed.
 - Ensure that all factories have their own QA process in place, in line with the Factory Quality System as outlined below in Process.
- Must attain written approval prior to order confirmation from Director of Product Integrity for any deviation from these requirements and specifications indicated for CMRG quality assurance efforts.

Process

Ensure that the following checkpoints are performed:

- Instruct Vendors for alignment to CMRG inspection procedures and requirement, assessing MTS and Vendor QA inspection reports; Quality Control Program executed at CMRG in DC including but not limited to incoming orders according to CMRG inspection procedures and monitoring overall compliance according to vendor manual requirements.
- Pre-production meetings in the manufacturing factory.
- In-Line audits of each operation.
- Final Random Inspections (FRI) on all styles. Conducted when 80% of the order has been completed and packed and according to CMRG
- Ensure that all factories have Quality Assurance process and procedures in place aligned with any and all CMRG requirements.
- Collaborate with CMRG QC Auditor to ensure compliance.
- [Attain report approval from Manager of Quality Assurance for Third Party Quality Assurance Inspections which must be scheduled and conducted and specified in the test request form submitted for each style according to Product Testing and detailed according to Quality Assurance.](#)

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Procedure

Please locate the Inspection booking form, scope of service and detailed procedure in the CMRG vendor manual at www.bigandtall.com/vendors the same location as this guidebook.

MTS Global Contact Information

HONG KONG		
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Mailing address	Modern Testing Service (Shanghai) Co, Ltd. Address: No.105 Guangzhong Rd. Zhuanqiao Town Shanghai China P.R.C 105□ Tel:(86)021-64892468 Website: www.mts-global.com	

Dongguan		
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USA		
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