

**TOYS “Я” US**

# **2014 IMPORT SHIPPING MANUAL**

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# INTRODUCTION

This shipping manual contains information for shipments to all Toys “R” Us countries, except the franchises of Hong Kong, Indonesia, Malaysia, Singapore, Taiwan, Egypt and United Arab Emirates. Please read all information carefully.

In order to help you to get started with Toys “R” Us, we have compiled in condensed form the most important information on the following two pages. Please note that these two pages are for your quick reference and overview only. For details, please refer to the respective sections in the manual.

If you have any questions, please contact the respective department at APL Logistics & Warehouse Management Services Hong Kong, Limited. Details as follows:

<u>Division</u>	<u>Person In Charge</u>	<u>Direct Telephone No.</u>	<u>Email Address</u>
USA	Joyce Moy	2302 7431	joyce_moy@apllogistics.com
Australia, Canada, Japan and Europe	Mandy Lo	2302 7461	mandy_lo@apllogistics.com
Accounts Payable Dept	Crystal Chan	2302 7516	crystal_chan@apllogistics.com

**For shipments to China, Hong Kong, Indonesia, Philippine, Malaysia, Singapore, Taiwan and Thailand please contact Toys LiFung Asia Ltd. directly for further information. Contact information as follows:**

Toys LiFung Asia Ltd.  
3/F., LiFung Centre  
888 Cheung Sha wan Road,  
Lai Chi Kok, Kowloon  
Hong Kong  
Phone: (852) 2991 6166  
Fax: (852) 2991 6130  
Contact: Katherine Siau  
Email: siauwk@toysrus.com.hk

# GETTING START WITH TOYS “R” US

## GENERAL PROCEDURES

- 1) Review all details on the official purchase orders upon receipt from APL Logistics & Warehouse Management Services Hong Kong, Limited (APLL). You are responsible to inform APLL for any discrepancies within 7 days after receipt of order (except USA orders). Note: All orders from Toys “R” Us, USA are transmitted via EDI, no printed copies are issued from APLL. Should there be any discrepancies for USA order, process PO change via EDI. All orders from Toys R Us International are transmitted via Trade Gateway™ since July 6, 2009. Should there be any discrepancies for International order, please submit PO Change to POCMS at [www.truchinaportal.com](http://www.truchinaportal.com)
- 2) Refer to the Packaging Instruction for details of packaging requirements for different countries (on page 31).
- 3) Vendors must review the Toys “R”Us Inc. Global Product Safety, Quality Testing Manual. In the United States this can be found on the Vendor Extranet. Internationally, vendors may contact their local QA representatives. Vendors may also email [safetyassurance@toysrus.com](mailto:safetyassurance@toysrus.com)
- 4) When goods are ready, contact our consolidator, DHL ISC (Hong Kong) Limited (DHL) / KWE (For shipment from HK to Japan), to make bookings for delivery. You must submit all required shipping documents to consolidator when you sign the shipping order. Note that all goods must be delivered within the shipping window as specified on the purchase order. Any extension or late delivery is subject to penalty per item, per purchase order basis. Please refer to page 89 for details.
- 5) All export cartons must be clearly marked with the required information (on page 94) before you deliver to the consolidator. DHL will refuse delivery if improper marking is found.
- 6) In order to collect payment, please prepare full set of negotiation documents, including original cargo receipt, and send to APLL in Yantian office. TRU payment terms are open account only. Please refer to section 7 (on page 109) for details.
- 7) Contact information for APLL and Toys “R” Us offices, consolidator and testing laboratories can be found at Section 8 (see on page 120).
- 8) Global Private Label Vendors: for information and guidelines to become a Private Label Vendor go to our Vendor Extranet site at <https://vendorconnect.toysrus.com>. Private Label Vendor Set-up is being managed by our Toys “R” Us China Sourcing office
- 9) Vendors must review the C-TPAT Global Verification Certificate Requirements found on page 26 of this manual.

## IMPORTANT NOTES

- ◆ TRU Japan will switch CFS in S. China from Yantian to QianHaiWan in Western Shenzhen with effective on/from shipping window – July 29, 2012 therefore, please deliver your LCL cargo to QianHaiWan CFS produced in S. China since the above start-up date. For the detail of delivery, please contact DHL HK.

Please be advised that as of **Monday July 29, 2012**, the CFS warehouse in S. China for TRU JAPAN SHIPMENTS WILL BE MOVED TO CMBL WAREHOUSE LOCATED AT:

China Merchants Bonded Logistics Co., Ltd  
Qianhaiwan Free Trade Port Area,  
Linhai Road, Nanshan District,  
Shenzhen, China

招商局保稅物流有限公司  
地址：深圳市南山區臨海大道前海灣保稅港區（園區）  
TRUJ project 計畫存儲的倉庫：624 倉庫

**For shipment with Shipping Window on/after July 29, 2012 please make sure to deliver your LCL shipment to the above new warehouse, NOT Yantian warehouse.**

If you have any questions related Chinese Customs Clearance and/or questions related to delivery of cargo, please contact the following:

ISC HK Office	Telephone Number
Office General Line	852-2218-6888
Maggie Yip	852-2976-3640

### Shekou CMBL Warehouse:

Office General Line	86-755-2527-3288
Benjamin Zha 查斌先生 (General Manager)	86-755-2527-3088

- ◆ For TRU Japan shipment, FCL loadability are as follows: (For the detail, please see the on page 60)
  - 20 CBM - 28 CBM: 20' container
  - 50 CBM - 58 CBM: 40' STD
  - 59 CBM - 68 CBM: 40H

- ◆ Toys “R” Us has outsourced its operational support functions to **APL Logistics SCS Hong Kong Limited (APLL)** since May 28, 2007. Please contact APLL for any issues related to purchase orders, shipment and payables from now on.
- ◆ Toys “R” Us, USA has changed some of the terminology to reflect the new merchandising system that has been implemented. We have noted the new words to be used by U.S. only in the manual. Please read the information carefully.
- ◆ Price label is only required for shipments of certain categories to U.K. and USA. Orders that are destined for Toys “R” Us.com are not to be pre-priced.
- ◆ When shipping licensed products, make sure you have a valid copyright release letter on hand.
- ◆ All goods manufactured in southern part of China are to be delivered to DHL warehouse in Yantian, Shenzhen for consolidation.
- ◆ Extension, cancellation or any unauthorized late delivery is subjected to penalty per item, per purchase order basis.
- ◆ Payment will only be made to the exact company name as stated on the purchase order. In case there is a change to your company name, notify APLL immediately.
- ◆ Open account payment will normally be settled by telegraphic transfer. You are required to set up a bank account in U.S. Dollars and provide detail bank information to APLL.
- ◆ Open account document for TRU countries (USA, Australia, Canada, Japan, Germany, France, Spain and U.K.) are to be sent to APLL office in Yantian, China for checking.
- ◆ TRU Japan has changed the database system. **Purchase orders are issued with a 10-digits (not 6 digits) PO number. Please see the purchase order and indicate correct PO# on all shipping documents & carton marks accordingly.**
- ◆ TRU Japan has switched shipping point for FCL cargo from Yantian to Shekou. Therefore, vendors have to book and mention in your shipping documents that the shipping point is Shekou if your cargo is FCL.
- ◆ Japanese government amended its Import Plant Quarantine Regulation regarding wood packaging material. For the detail, please refer to page 20, Solid Wood Packing Material, C) TRU Japan.
- ◆ **For TRU Japan**, new tests are required when there is a manufacturing or product specification change, such as country of origin, factory, design or material components. In this case, please fill out “TRU JAPAN Specification Change Notice” SPECIMEN FORM (**Error! Bookmark not defined.**) and submit to TRU Japan QC. E-mail: Quality-Control@fun.toysrus.co.jp
- ◆ Prior to get starting business with TRU Japan, you need to sign the **"BASIC AGREEMENT FOR SALE AND PURCHASE"**. As the agreement will be sent by our buyer, please read carefully and send back the Agreement with your signatory to TRU Japan buyer.
- ◆ If storage battery or rechargeable lithium battery is included in your products, please submit the Material Safety Data Sheet (MSDS) to PIC in TRU Japan Product Development Section in advance as we need to check with shipping company if it will be classified as Dangerous Goods or not.

\*\* Regarding the detail of MSDS and its format, please access the following HP address.

<http://www.prtr.nite.go.jp/english/pdf/mspmfe.html>

\*\* For contact list of PD section, please see the Section 2 (on page 38) – SPECIAL PACKAGING INSTRUCTION FOR TRU JAPAN.

- ◆ For **TRU Australia**, a special sticker / label is required to be placed on the export carton for any item that weights more than 20kgs. Please refer to page 97 for details.
- ◆ **TRU USA** takes the lead in ensuring CTPAT Compliance for vendors. CTPAT is a security program between the U.S. government and key components of the supply chain conducting international trade. It was created after the attacks on the U.S. in 2001 to deter terrorism. For details, please refer to page 26.
- ◆ Regarding the shipment ex Hong Kong, TRU Japan changed the forwarder from DHL HK to Kintetsu World Express HK Ltd (KWE HK). If the shipping point on Purchase Order is Hong Kong. Please contact KWE HK, not DHL HK. For booking, please refer to KWE HK contact list (on page 127).
- ◆ TRU USA the current partner, Easylink Services, will extend their Trade Gateway™ portal to support **“R” US International**. If you do business with Toys R Us International, vendor needs to register to receive purchase orders on Trade Gateway™. Registration begins July 6, 2009. Once registered, vendor will be provided with a secure user ID and password and all of you existing purchase order, new purchase order and purchase order changes (POC) will be transmitted to Trade Gateway™.
- ◆ **Weight Limitation for TRU Japan shipment**

According to Japan Road-Traffic Law, any cargo with weight over the below standard cannot be moved in Japan.

Therefore, please make sure to check if your cargo weight per equipment size is over the below standard or not when you receive Purchase Order from our buyer.

If TRU Japan found that cargo volume is over the above limitation when cargo arrive at Japan, we will ask vendor to take responsible for all additional charges for delivery incurred at destination side.

**Max Cargo Weight per container equipment based on Japan Road-Traffic Law:  
(Gross Weight-KGS)**

20' container --- 17000 KGS

40 STD & 40H container --- 20000 KGS

**TRU Global Imports BV** – Beginning in 2014, Toys R Us will coordinate and consolidate purchasing for European local markets through a new entity, TRU Global Imports, B.V.

TRU Global Imports, BV, incorporated in the Netherlands, will operate the European Import Center with administrative teams located both in Rotterdam and in the Toys “R” Us Global Sourcing Office in China. The new entity will employ new and streamlined processes and technology to achieve cost savings and economies of scale through coordinated ordering and shipping for the following markets: Central Europe, France, Iberia, Poland and the United Kingdom.”



## **SECTION 1                      PURCHASE ORDER INFORMATION**

Following pages are the Trade Gateway™ specimen of the Toys “R” Us, International orders. Note that the order is marked with detail explanation. Please read them carefully.

For Toys “R” Us USA, purchase orders are transmitted through Electronic Data Interchange (EDI). As a result, EDI replaces all paper P.O. copies.

All Private Brand Vendors must be able to receive purchase orders through Electronic Data Interchange (EDI) utilizing Trade Gateway service. For any new Vendors, please see the Vendor Extranet for instructions on being set up on EDI on <https://vendorconnect.toysrus.com>. “

## INTERNATIONAL PURCHASE ORDER (on Easylink)



If you are aware of any internal issues, which may lead you to miss the Delivery Date, you must communicate this to your Senior Inventory Analyst.

<b>(5) PO Number:</b>	3501488888	<b>(4) Purchaser:</b>	Toys Int'l - Canada
<b>Enable ID:</b>	123456	<b>(1) Vendor Number:</b>	11428
<b>PO Date:</b>	05/26/2009	<b>(1) Vendor Name:</b>	ABC COMPANY
<b>Currency:</b>	USD	<b>PO Type:</b>	00 Original Order
<b>Exchange Rate:</b>	0.785	<b>Supplier Contact:</b>	IMPORT ORDER
<b>(2) Country of Origin:</b>	YNT YANTIAN	<b>(3) FOB Location:</b>	YTN YANTIAN
<b>(6) Total FOB Cost:</b>	5208.00	<b>Total Cubic Feet:</b>	70.00
<b>Total Weight:</b>	1.00	<b>(23) Buyer Name / ID:</b>	S.KAI 075
<b>Total Cartons:</b>	100.00		

### other PO Info and Notes:

PO: 350188888

ATTN A/P: F.O.B. PRICES IN U.S. DOLLARS, EXCHANGE RATE 1.27389 = 1.00 US

FOR COMPLETE SHIPPING INFO, DOCUMENTATION & PROCEDURES SEE TRU CDA'S SHIPPING MANUAL. IF YOU REQUIRE A COPY CONTACT TRU HKG OR TRU CDA.

PREPRICE WITH OUR REGULAR LABELS ONLY ITEMS IN CATEGORIES 13 (BOOKS), 49 (HOSIERY/FOOTWEAR/UNDERWEAR), 51 (SLEEPWEAR). IF TICKETING COMPLIANCE IS NOT ADHERED TO, IT WILL RESULT IN A CHARGEBACK TO YOUR ACCOUNT.

ALL ITEMS ON THIS ORDER MUST SHOW THE COUNTRY OF ORIGIN OF THE ITEM ("MADE IN") MARKED PERMANENTLY ON THE ITEM OR PACKAGE. IF ANY SKN PURCHASED ON THIS ORDER REQUIRES A TRADEMARK/COPYRIGHT RELEASE LETTER, THIS LETTER MUST ACCOMPANY YOUR SHIPPING DOCUMENTS AND INVOICE PACKAGE.

FAX CONSOLIDATOR NO LESS THAN 15 DAYS PRIOR TO SHIP DATE TO ADVISE DELIVERY DATE. ALL MERCHANDISE BEING DELIVERED TO OUR CONSOLIDATOR MUST BE ACCOMPANIED BY A FULL SET OF EXPORT DOCUMENTS AS DESCRIBED IN THE TRU - CDA SHIPPING MANUAL.

ALL GOODS PER CANADIAN PACKAGING REGULATIONS MUST BE BI-LINGUAL (FRENCH/ENGLISH) PACKAGING OR COMMON MARKET MULTI LINGUAL PACKAGING. VENDOR IS RESPONSIBLE FOR ANY NON COMPLIANCE OF THIS REGULATION.

ALL UPHOLSTERED AND STUFFED ARTICLES MUST COMPLY WITH THE UPHOLSTERED AND STUFFED ARTICLES ACT FOR EACH PROVINCE. YOU MUST REGISTER ANNUALLY WITH THE APPROPRIATE GOVERNMENT BRANCH AND APPLY APPROVED CONTENT LABELS.

ALL MERCHANDISE MUST COMPLY TO CANADA'S HAZARDOUS PRODUCTS (TOYS) ACT AND REGULATIONS AND ALL POLY OR PLASTIC BAGS MUST HAVE FRENCH/ENGLISH SUFFOCATION WARNING LABELS.- REFER TO CDN SHP'G MANUAL.

FORM 'A' CLAUSE APPLIES TO THIS ORDER. REFER TO THE CDN SHIPPING MANUAL, FAILURE TO COMPLY WILL RESULT IN THE L/C OR INVOICE BEING NON-NEGOTIABLE AND ALL EXTRA CHARGES INCURRED BY APPLYING A HIGHER RATE OF DUTY WILL BE CHARGED TO VENDOR.

ALL VENDORS MUST CHECK PURCHASE ORDER FOR ACCURACY. ANY/ALL ERRORS MUST BE REPORTED WITHIN 7 DAYS OF RECEIPT. VENDOR WILL BE RESPONSIBLE FOR ANY CHARGES ASSOCIATED WITH INCORRECT INFORMATION IF NOT REPORTED

ATTENTION A/P: LES 1.0 IS 1.05 % RGD OFF INVOICE ALLOWANCE

GARY WEISS P; 212-620-8377 FAX# 212-620-8399

**Ship To Address**

Location ID: 3501  
Location Name/Address: TOYS R US (CANADA), LTD  
2777 LANGSTAFF ROAD  
CONCORD, ON L4K 4M5  
CANADA

**Terms**

Terms Type	Discount Percentage	Discount Amount	Discount Days	Discount Date	Net Date	Net Days	Description
ZZ - Mutually Defined	0	0.00	0			0	ROI (7)

**Summary Charges and Allowances (8)**

Type	Handling Description	Description	Percent	Amount
A - Allowance	02 - Off Invoice	DIV D INI OD	2.50%	797.84
A - Allowance	02 - Off Invoice	RETURN GOODS	0.57%	181.91

## Order Summary

Line Items (1 to 1) of 1 Line Summary | Details

Line Item (1 to 1) of 1 Line Summary | [Detail](#)

Line#	Model # / UPC-GTIN / Retailer SKU	IND	UoM	Product Name	Pack Size	Ordered Qty	Status	Allowance	FOB Unit Cost Retail Price	Extended Amount
1	ABC123 (10) 0027084753233 685550 (9)	UP	EA	FL -TOY CARS	8 (11)	800 (18)	Open		\$ 6.51 (14) \$ 9.1512	\$ 5,208.00

Extended Unit: 800

Extended Total: \$ 5,208.00

## Order Detail

Line Items (1 to 1) of 1 Line Summary | Details

Line Items (1 to 1) of 1 Line [Summary](#) | [Details](#)

Line #	Model # / UPC-GTIN / Retailer SKU	Product Name / Other Details	Tariff Number	Weight	Volume	Pack Size	Shipped	Ship No Later	ETA Period Start	ETA Period End	Ordered Qty	FOB Unit Cost Retail Price	Extended Amount
1	ABC123 (10) 0027084753233 685550 (9)	FL – TOY CARS FAST LANE (20) Ticket Type: N (15) Category: 11 (19) Sub Category: 33 Country of Manufacture: CN (22)	9503.00.90.54 (21)	0.01 (12)	0.70 (13)	8 (11)	08/10/2010 (16)	08/14/2010 (17)	09/12/2010	09/25/2010	800	\$ 6.51 \$ 9.15	\$ 5,208.00

### PO' field explanation

- (1) Vendor Code and Name
- (2) Country of Origin
- (3) Shipping point Port of Loading
- (4) Country Purchasing
- (5) Purchase Order Number
- (6) Total FOB Value of Order
- (7) Payment Term
- (8) Discount Allowance
- (9) Toys "R" Us International Stock Keeping Number (SKN)
- (10) Vendor's Item Number
- (11) Carton Pack (in pieces)
- (12) Gross Weight Per Carton (in kilograms, except Canada and Japan are in pounds)
- (13) Carton Cube (in cu.ft.) –TRU system allows one decimal point only.

- (14) F.O.B. Value Per Piece –TRU accept 2 decimal point only
- (15) Ticket Code (on page 50 for definition) - applicable to TRU Canada and U.K.
- (16) Earliest Delivery Date to Consolidator
- (17) Latest Delivery Date to Consolidator
- (18) Total Pieces Purchased Per SKN
- (19) Toys “R” Us Category Number
- (20) Master Price Book Name
- (21) H.S. Tariff Number (not necessary to show on the shipping documents for TRU European countries)
- (22) Actual Country of Origin
- (23) Buyer Number

## **TERMS AND CONDITIONS**

### **TOYS “R” US – USA**

All vendors doing business with Toys “R” Us in the United States are required to sign a Master Purchase Order Agreement. The Master Purchase Order Agreement is available on our Vendor Extranet website <https://vendorconnect.toysrus.com>. Vendors are required to register on the Vendor Extranet prior to receiving a copy of the Master Purchase Order Agreement.

### **INTERNATIONAL (NON-USA)**

All orders of merchandise for ultimate resale in an "R" Us store shall be subject to the terms and conditions set forth by the operating company for country that placed the order. Please contact the appropriate operating company for such terms and conditions.

### **GLOBAL PRIVATE LABEL VENDORS**

All Private Label Vendors are required to sign the Global Master Purchase Order Agreement (GMPOA). Contact the China Sourcing Office to request a copy. When making the request, please provide the types of products you will sell to Toys R Us. They use this information to determine the version of the GMPOA to provide you as different lines of product require different levels of Product Liability Insurance (PLI)

## SECTION 2 SPECIAL INSTRUCTIONS AND PROGRAM

### GENERAL INSTRUCTIONS FOR ALL COUNTRIES

	ALL COUNTRIES								
<b>PURCHASE ORDER CONFIRMATION</b>	Please review all information on the purchase order. Should there be any changes, please contact APPL immediately. We consider a purchase order is confirmed if we do not hear from you within 7 days after receipt of order.								
<b>CARTON PACK ON PURCHASE ORDER</b>	All cartons must be of equal piece count and conform to the “carton pack” section listed on our purchase order. If there are any changes, you must notify APPL prior to shipment. You must also advise revised carton cube and dimension (in inches).								
<b>CARTON CUBE</b>	Make sure carton cube you stated on offer sheet is correct and matches TRU’s system. We will charge back additional freight if carton cube at time of shipment is greater than carton cube on offer sheet and will reduce FOB on unshipped orders.								
<b>PRODUCT LIABILITY INSURANCE – USA</b>	<p>Beginning February 1, 2011, TRU USA and TRU China will require that all existing merchandising business partners increase their product liability coverage. The new rates are as follows:</p> <table> <tr> <th><u>Product Type</u></th><th><u>Required Amount Per Occurrence</u></th></tr> <tr> <td>Infant Furniture, Car Seats, Strollers</td><td>\$15 million</td></tr> <tr> <td>Sporting Goods, Bikes and all wheel goods</td><td>\$10 million</td></tr> <tr> <td>All Other Products</td><td>\$5 million</td></tr> </table> <p>TRU USA and TRU China ask that you send a certificate of insurance evidencing your compliance with the insurance requirements noted above <b>on or before February 1, 2011</b>. In addition, any merchandising partner that begins doing business with TRU USA or TRU China after the date of this letter will be required to maintain insurance at the new levels noted above</p>	<u>Product Type</u>	<u>Required Amount Per Occurrence</u>	Infant Furniture, Car Seats, Strollers	\$15 million	Sporting Goods, Bikes and all wheel goods	\$10 million	All Other Products	\$5 million
<u>Product Type</u>	<u>Required Amount Per Occurrence</u>								
Infant Furniture, Car Seats, Strollers	\$15 million								
Sporting Goods, Bikes and all wheel goods	\$10 million								
All Other Products	\$5 million								
<b>PRODUCT LIABILITY INSURANCE – International Countries</b>	All items that are shipped must be covered by Product Liability Insurance (PLI) at a minimum insured amount of US\$3,000,000 per occurrence (except in situations where a lesser amount has been specifically authorized in writing by TRU Risk Management), with the TRU entity ordering the goods named as an additional insured. PLI coverage, and presentation of acceptable proof of such coverage, is a non-negotiable condition of TRU purchasing the products.								
<b>PRODUCT LIABILITY INSURANCE – GLOBAL PRIVATE BRANDS</b>	All Private Brand Vendors are required to provide to their contact within the Toys “R” Us China Sourcing office a certificate of insurance evidencing compliance with the insurance requirements outlined in section 5 of the Global Master Purchase Order Agreement.								



## SPECIAL INSTRUCTIONS FOR INDIVIDUAL COUNTRY

Following chart indicates some special instructions and information that you have to pay attention to when you ship the goods to Toys “R” Us. ✓ means the instruction is applicable to a particular country. Please also refer to the following pages, which outlined details of the procedures you have to follow when goods are being shipped to those countries.

	USA	AUS	CDA	FRA	GER	JPN	SPN	UK	EIC
<b>COUNTRY / DC CODE TO BE ADDED IN FRONT OF PO NUMBER</b>		✓		✓	✓	✓	✓	✓	✓
<b>CERTIFICATION OF NO FORCED OR INDENTURED CHILD LABOR</b>	✓								
<b>FUMIGATION CERTIFICATE</b>	✓	✓	✓	✓	✓				✓
<b>RADIO CONTROLLED ITEM</b>	✓								
<b>SOLID WOOD PACKING MATERIAL</b>	✓	✓	✓	✓	✓	✓			✓
<b>GREEN POINT FEES</b>				✓	✓		✓	✓	✓
<b>SPLIT SHIPMENTS</b>			✓						
<b>SPARE PARTS DELIVERY</b>					✓	✓		✓	
<b>SAMPLES FREE OF CHARGE</b>					✓	✓		✓	
<b>GENERAL CONFORMITY CERTIFICATE FOR CONSUMER PRODUCT SAFETY IMPROVEMENT ACT. (GCC)</b>	✓								
<b>GLOBAL SECURITY VERIFICATION (GSV) CERTIFICATE</b>	✓								
<b>EU Declarations of Conformity</b>				✓	✓		✓	✓	✓
<b>Essential Point Of Sale information &amp; warnings</b>				✓	✓		✓	✓	✓



## **COUNTRY / DC CODE TO BE ADDED IN FRONT OF PURCHASE ORDER NUMBER**

For shipments to all International countries (except Canada), you are required to show the country / DC code number in front of the purchase order number on all documents and carton markings (e.g. PO# 49-xxxxxx for Australia). For details of the code number, please refer to page 91.

## **CERTIFICATION OF NO FORCED OR INDENTURED CHILD LABOR**

The US Customs Service will be enforcing Section 307 of the Tariff Act of 1930 (19 U.S. Code § 1307) prohibiting the importation of any merchandise produced in whole or in part with prison labor, forced labor, or indentured labor under penal sanction. The Act was recently amended to make explicit that forced labor or indentured labor includes forced or indentured child labor!

The law applies to merchandise produced “wholly or in part” with prohibited labor. Goods produced in a factory that does not employ prohibited child labor would nonetheless not be eligible for import into the US if the factory relied on supplies made with forced or indentured child labor.

- US Customs has the authority to detain merchandise if the Commissioner of Customs finds that the information available reasonably, but not conclusively, indicates that the merchandise has been produced with prohibited child labor.
- The importer has the opportunity within 3 months from the date the merchandise was detained to demonstrate that it was not produced with child labor.
- Where merchandise is subject to a detention order and proof is not timely submitted or does not establish the admissibility of the merchandise, the merchandise will be deemed abandoned and destroyed 60 days after notice is issued.
- Civil sanctions can be applied. The amount of penalty equals the value of the goods introduced.
- A person involved with the introduction would be subject to a similar penalty.
- It is a felony offense for a person to fraudulently or knowingly imports or bring into the US merchandise contrary to law.

Effective immediately, each supplier exporting merchandise to Toys “R” Us, USA will now be required to complete a form certifying no forced or indentured child labor was used in the production of each product on that Purchase Order. A new certification statement (form) is to be completed for each shipment and Purchase Order (see Specimen Form section on page 135).

The new form is to be included as permanent part of the TRU “Customs Document Package” that accompanies all freight bound for Toys “R” Us, USA.

Any questions regarding this new policy can be referred to Sundra Glennon of Toys “R” Us, USA at  
Sundra.Glennon@toysrus.com or  
via fax at (973) 617 4025 or  
via phone at (973) 617 4812

## FUMIGATION CERTIFICATE FOR IMPORT SHIPMENTS TO

### A) TRU USA

If you are shipping Easter Baskets or any type of baskets which are made of bamboo, bamboo & vinyl, or rattan, those baskets **MUST BE FUMIGATED** by a Pest Control Company.

A copy of the Certificate of Fumigation **MUST** be submitted to DHL together with other shipping document.

### B) TRU AUSTRALIA

Australia Customs have a very strict fumigation regime. The following points must be fully complied for acceptance of fumigation certificate for products with wood components:

- Fumigation **must be** exercised within 21 days of the vessel sailing. Certificates with older dates will not be accepted.
- Fumigation must be carried out **BEFORE** the product is packed and plastic wrapped. A statement (Plastic Wrapped Declaration) to this effect must be included on a vendor's letterhead. It must supply enough information to enable cross-reference to the Fumigation Certificate (e.g. Fumigation certificate number, goods description, number of cartons, number of pieces, etc.). See Specimen Form section on page 142.
- Vendor must submit **the "ORIGINAL Fumigation Certificate (NOT a photocopy of the original certificate) and Plastic Wrapped Declaration, along with the shipping document to DHL when signing the shipping order. (AUSTRALIAN CUSTOMS DO NOT ACCEPT PHOTOCOPY OF ORIGINAL FUMIGATION CERTIFICATE AND ALL FUMIGATION CERTIFICATE ARE WATERMARK TESTED BY AUSTRALIAN CUSTOMS AUTHORITY.)**

**IF FUMIGATION IS NOT CARRIED OUT OR THE ABOVE STATEMENT IS NOT RECEIVED, THE GOODS WILL BE SUBJECTED TO GAMMA RAY TREATMENT UPON ARRIVAL IN AUSTRALIA.**

Failure to supply a Fumigation Certificate, or failure in compliance to the required Fumigation Certificate procedure, you are responsible for all the claims from TRU Australia Quarantine Authority. For details, please refer to page 84.

- ❖ If original Fumigation Certificate and Plastic Wrapped Declaration cannot be presented when signing the shipping order, vendor has to present a statement (on vendor's letterhead) stating that Fumigation Certificate will be presented within 3 days after delivery.
- ❖ In order to comply this regulation, at the time of documentations, **all shippers are required to make declaration onto the shipping order and commercial invoice that if FUMIGATION is required for the shipment or not.**

## **RADIO CONTROLLED ITEMS FOR IMPORT SHIPMENTS TO**

### **TRU USA**

A copy of the Grant of Certification issued by FCC (Federal Communication Commission) must be submitted to TRU USA, attention: Maureen Ford, Customs Compliance Senior Analyst, International Logistics, when you receive order to ship that item first time. For details, please refer to page 70.

## **SOLID WOOD PACKING MATERIALS**

The United States and Canadian government are enforcing an interim ban that prevents shipments from China that contain solid wood packing material (SWPM) entry into the United States and Canada. This ban is intended to prevent the import of the Asian Longhorn Beetle into the United States and Canada. In order to comply with this new import regulation, at time of documentation, all shippers are required to make declaration for:

### **TRU USA**

- 1) Shipper's load and count (Factory Load, CY) shipments to carrier yard –
  - A) **If Solid Wood Packing Materials are used** in loading of the container that documentation required to receive a DHL Forwarders Cargo Receipt (FCR) must include certification that material was properly treated.
  - B) **In the event that No Solid Wood Packing Material was used** then a statement "No Solid Wood Packing Materials were used in the loading of this container # \_\_\_\_\_" must be submitted before CY closing intended vessel for inclusion of documents to be sent to DHL. The statement must be on the shipper's letterhead.
- 2) CFS shipment to DHL warehouse - ALL shippers are required to make SEPARATE declaration for each shipment on the Commercial Invoice, Packing List and Forwarder's shipping order form stating that "The shipment does not contain solid wood packing material."

### **TRU CANADA**

- A) **If Solid Wood Packing Materials are used** – Fumigation Certificate is required to present to DHL prior to the cargo delivery. A SEPARATE declaration for each shipment is required on the Commercial Invoice, Packing List and Forwarder's shipping order form that "The shipment does contain solid wood packing material and which was properly treated"
- B) **In the event that No Solid Wood Packing Material was used** - A SEPARATE declaration for each shipment is required on the Commercial Invoice, Packing List and Forwarder's shipping order form that "The shipment does not contain solid wood packing material."

### **TRU AUSTRALIA**

The Australian Quarantine and Inspection Service has introduced a policy requiring packing declarations (see Specimen Form on page 63 -82) to be used for **ALL** shipments. THIS IS FOR ALL SHIPMENTS IRRESPECTIVE OF WHETHER TIMBER PACKING HAS OR HAS NOT BEEN USED. PACKING DECLARATIONS MUST BE SOURCED FROM THE SUPPLIER OR PACKER OF THE GOODS.

## TRU GLOBAL IMPORTS BV AND EUROPEAN COUNTRIES

The port authority demands more often our confirmation, regarding the fumigation of our import containers at origin for Customs examination. If a container has been fumigated by a pest control Company, **a copy** of the Certificate of Fumigation **MUST** be submitted to Forwarder together with other shipping document. In order to comply with this import regulation, at time of documentation, all shippers are required to make declaration for:

All shippers are required to make declaration for:

- A) **If Solid Wood Packing Materials are used** – Fumigation Certificate is required to present to DHL prior to the cargo delivery. A SEPARATE declaration for each shipment is required on the Commercial Invoice, Packing List and Forwarder's shipping order form that "The shipment does contain solid wood packing material and which was properly treated"
- B) **In the event that No Solid Wood Packing Material was used** - A SEPARATE declaration for each shipment is required on the Commercial Invoice, Packing List and Forwarder's shipping order form that "The shipment does not contain solid wood packing material"

## TRU JAPAN

### **Implementation of ISPM No.15 for wood packaging material with effective April 2007**

The ministry of Agriculture, Forestry and Fisheries (MAFF) of Japan announced to implement the ISPM No. 15 to restrict the Wooden Packaging Material (WPM) with effective April 2007.

The new regulation will be applied to all the import cargoes arriving at Japan ports on or after April 1, 2007.

The new rule is based on the international standard so called ISPM NO.15 which has already adopted by many countries such as USA, Canada, China and EU countries.

**From April 1, 2007, the wood packaging material (such as cases, boxes, crates, drums, pallets) can only be imported into Japan If they meet the following requirements:**

- (1) be subject to one of the approved measures as specified in ISPM No. 15, and
- (2) display the IPPC Marking as specified in Annex 2 of the ISPM No. 15.

\*\*Regarding the IPPC Marking, please refer the following web-site:

<http://www.pps.go.jp/english/woodpack/index.html>

**If vendors ship wood packaging material, which does not meet the above requirement, TRU Japan will dispose the cargo in Japan or ship them back according to Japanese Quarantine Regulation.**

**Furthermore, please note all expense for disposal or ship back should be at vendor's expense.**

\*\*Basically, TRU Japan does not allow using Wood Packing Material for shipment.

If you need to use Wood Packing Material for special reason, please ask TRU Japan in advance.

## **GREEN POINT FEES (WASTE PACKAGING) FOR TRU GERMANY, FRANCE, SPAIN & U.K.**

According to the European directive 94/62/EC, the authorities in the European Community are levying a fee on all retail products – commonly referred as “Green Point” fee – which they use to finance the recycling or disposal of packaging materials. Since the authorities usually do not know the original manufacturers, they hold the retailers accountable for these payments.

All TRU markets in Europe will charge you back for these fees. The amounts will be deducted once at the end of the year (except UK which is twice a year) and are based on the weight of each component of your packaging as listed below plus a base fee.

Regarding TRU Global Imports BV shipment, vendor will be charged back once a year, based on volume shipped to different country (information will be provided.)

### **Weight Fees (US\$ per KG)\***

	<b>Paper / Cardboard</b>	<b>Plastics</b>	<b>Others</b>
Germany	\$0.14 per kg	\$0.92 per kg	\$1.1846 per kg
France	\$0.23 per kg	\$0.37 per kg	\$0.31 per kg
UK	\$0.20 per kg	\$0.40 per kg	\$1.1846 per kg
Spain	\$0.1013 per kg	\$0.5030 per kg	\$0.6298 per kg
Poland	\$0.000193548 per kg	\$0.000258 per kg	\$0.000188 per kg

Base Fee (US\$ per item): \$0.01 per piece for Spain; \$0.10 per piece for UK and \$0.02 per piece for France

**For all shipments except TRU Global Imports BV:** Our testing laboratories will issue a “Packaging Material Weight Report” to you stating the weight data of your product’s packaging, which they will determine during the normal testing procedures. If you are exempted from testing, you are required to weigh your packaging and prepare the “Packaging Weight Material Report” on your own. Such report should be made available upon request. (on page 90 for more details). If you have any questions, please contact the following people directly.

TRU Germany – Joachim Felix at [felixj@toysrus.com](mailto:felixj@toysrus.com)

TRU France – Sylvie Colomb at [colombs@toysrus.com](mailto:colombs@toysrus.com)

TRU Spain – Sonia Poveda Gonzalez at [povedas@toysrus.com](mailto:povedas@toysrus.com)

TRU UK – Amersh Kalia at [kaliaa@toysrus.com](mailto:kaliaa@toysrus.com)

TRU Poland – Patrycja Miernik at [patrycja.miernik@toysrus.com](mailto:patrycja.miernik@toysrus.com)

**For TRU GLOBAL Imports BV, the Quote Sheet, including Eco Data elements, has to be sent on time and complete to TRU. It will be used for Green Point fees chargeback.**

## SPLIT SHIPMENTS FOR CANADA

**Split shipments only apply to freight that is consolidated by DHL at Yantian.** Most factory loads and all freight consolidated at other ports are unaffected.

Toys “R” Us Canada has split certain product between their Delta, British Columbia and Concord, Ontario DCs. Please note that only one purchase order will be written. After you make a booking with DHL they will instruct you if the shipment is to be split, and the appropriate quantities. Vendor must fax a shipping order to DHL at least one week before the earliest ship date. DHL will advise the split quantities to the vendor within 24 hours.

Carton Markings – Carton numbers on the physical carton will remain unchanged regardless of destination (note all shipments are received through the port of Vancouver). However carton numbers must start from 1 for each destination on the **documentation**. For example if there are 50 cartons in total for one PO and SKN, and DHL instructs you that the shipment is to be split with 20 cartons going to Delta and 30 cartons for Concord, the Delta, B.C. portion must be numbered 1 of 20, 2 of 20 etc and the Concord, Ontario portion must be numbered 1 of 30, 2 of 30 etc.

Documentation – If after making a booking, DHL instructs you that a PO / SKN combination needs to be split then you will need to provide separate documentation that will reflect each portion of the split shipment. Those documents are a commercial invoice, packing list, cargo receipt (issued by DHL), certificate of origin “Form A” (or Exporter’s statement of origin), certificate of compliance, visaed invoice (if required) and Canada customs invoice. The port of discharge, consignee and notify party information shown on the documents that you prepare should be the same regardless of destination (**see page 99**).

FCR Charges – A separate Forwarder Cargo Receipt is issued for each destination and the relevant charges are for vendor’s account.

Open Account payment - Vendor must submit two sets of payment documents to APLL Yantian, China Account Payable Department at the same time.

## **SPARE PARTS DELIVERY FOR GERMANY & UK**

For spare parts delivery to Germany & UK, spare part description, SKN # and vendor's item # of spare parts must be indicated on the invoice. All spare parts delivery must be approved by TRU Germany & UK for shipment. And shipping order must be obtained from DHL prior to delivery.

Carton Markings – Spare parts description must be shown on the carton and indicate the SKN # and vendors' item #. Please add the comment: "Spare part delivery". Please refer to page 95 (Instruction for marking export cartons) for details.

Documentation – You will need to submit relevant shipping documents including Proforma invoice with real value amount and remark: "Only for custom clearance" and packing list. The container manifest must also list up the spare part delivery.

## **SAMPLES FREE OF CHARGE DELIVERY FOR GERMANY & UK**

For free of charge samples to Germany & UK, SKN #, vendor item #, Cat # and buyer code # must be indicated on the invoice.

All free of charge samples must be approved by TRU Germany & UK for shipment. And shipping order must be obtained from DHL prior to delivery.

Carton Markings – Please add the comment: "Sample free of charge". Please refer to page 95 (Instruction for marking export cartons) for details.

Documentation – You will need to submit relevant shipping documents including Proforma invoice with real value amount and remark: "Only for custom clearance" and packing list.

## **SPARE PARTS or SAMPLE FREE OF CHARGE DELIVERY FOR TRU JAPAN**

For spare parts or the free of charge sample delivery to Japan, spare part description, vendor's item # of spare parts or SKU must be indicated on the invoice.

All spare parts or the free of charge sample delivery must be approved by TRU Japan for shipment. And shipping order must be obtained from DHL prior to delivery.

Documentation – You will need to submit relevant shipping documents including Proforma invoice with real value amount and remark: "Only for custom clearance" and packing list.

## PRIVATE LABEL PROGRAM

Following are the private label brands to Toys “R” Us USA, Canada or any other International countries. Any vendor shipping any of these brands needs to comply with all Private Brand Requirements noted throughout this manual:

<u>License</u>		<u>License</u>		<u>License</u>		<u>License</u>	
<u>Code</u>	<u>Brand Name</u>	<u>Code</u>	<u>Brand Name</u>	<u>Code</u>	<u>Brand Name</u>	<u>Code</u>	<u>Brand Name</u>
A1	MUPPET WHAT NOT	EA	EASTER IS	IM	UNIVERSE OF IMAGINATION (INTL)	PY	PLAY ON
A2	AIR ZONE	EB	ESPECIALLY FOR BABY	IN	IMAGINARIUM BABY	RB	RALLYE BIKES
A4	ANIMAL ZONE	ED	EDU-SCIENCE	JE	JESSICA	RF	REAL FRIENDS
AA	ANIMAL ALLEY	EG	EGGETERA	JG	JOURNEY GIRLS	RL	RIELING
AB	ANIMAL ALLEY BABY	EK	ESPECIALLY FOR KIDS	JH	JUST LIKE HOME	RM	ROOM MOODZ
AC	AMY COE	EM	ESPECIALLY FOR MOM	KB	KOALA BABY	RN	ROBONATION
AK	ARTS & CRAFTS (INTL)	EO	ELITE OPERATION	KH	KOALA HOME	RW	TRU BRANDS WHEELS
AN	ANIMAL PLANET	ET	E.T.	KK	KOALA KIDS	S1	SMART TRIKE
AO	AVIGO	F2	FISHER-PRICE LEARN TO SWIM	KU	KIDS R US	S4	SESAME STREET DTR
AX	AVIGO EXTREME	F5	FUN YEARS - SNOOPY	L5	LITTLE TECHIE	S7	SNO PLAY
B3	BRUIN PRESCHOOL	FA	FAO SCHWARZ	L6	TRUE LEGENDS	SA	STATS
B5	BRUIN KIDZ ROOM DÉCOR	FB	FUN YEARS BABY	LB	LIL BOUTIQUE	SG	SPLASH GEAR
B7	BERTINI	FE	FUN YEARS ELECTRONICS	LH	LIL CHEF	SZ	SIZZLIN COOL
B8	BRU	FF	FAST & FURIOUS	LZ	LULLABELLEZ	T5	TRUE HEROES
B9	BRU By Design	FL	FAST LANE	MKB	MIYABI KOBO	TG	TRUE GIRLZ (GS-CANADA)
BI	BEST FRIENDS	FR	FRIGHT SITE (INTL)	MF	MAG FORCE	TL	TOTALLY ME!
BJ	BOO!	FW	FILLED WITH LOVE	ML	MINIWEAR CLASSIC (CANADA)	TM	TM!
BP	BRUIN BABY	FY	FUN YEARS PRESCHOOL TOYS	MW	MINIWEAR (CANADA)	TQ	TRU TIMES SQUARE
BR	BRU (INTL)	GF	GEOFFREY / BABY GEAR	MY	MY HOME (INTL)	TR	TOYS "R" US
BU	BRUIN JUVENILE (INTL)	GK	GEOFFREY'S CANDY COMPANY	NP	NORTH POLE (INTL)	TT	TECH TEAM
C4	Cheer!	GN	TOYS "R" US - GREEN	NS	NESTINO	TU	TOURISMO (INTL)
CK	CABBAGE PATCH	GO	GIRLS ON THE GO	NY	TIMES SQUARE STORE	W3	WEST COAST CUSTOMS
CN	CANDY BON BON (CANADA ONLY)	GW	GEOFFREY'S WORLD	OB	BRIX	WA	WHEEL WORX ACCESS (INTL)
CR	CHESTNUT RIDGE	HC	R HOLIDAY	P1	PAWN STARS	WB	WENDY BELLISSIMO
CV	CYNTHIA ROWLEY	HD	HOME DEPOT	P9	PRIVATE OUTDOOR (UK)	WE	TOTALLY ME TWEEN
CW	DISNEY WOOD CARS	HF	HIGH FREQUENCY (INTL)	PB	BIKES (INTL)	WW	WHEEL WORX (INTL)
D1	DISNEY DTR	HI	HEIDI KLUM	PL	IMAGINARIUM (U.S.)	X2	X2O
D3	DISNEY PREMIER	HY	HARLEY DAVIDSON	PT	TOTALLY MY PET	WZ	SEA WEES
DD	DREAM DAZZLERS	HZ	HUMANS VS ZOMBIES	PU	PARTIES R US (INTL)	YB	BITSY BUNCH
E1	HOP	IA	IMAGINARIUM ARTS & CRAFTS	PV	PAVILION	YM	YOU & ME
E5	ESPECIALLY FOR BABY - SNOOPY						

If you are not shipping any of the above mentioned brand names, please skip this section.



## INSTRUCTIONS FOR U.S.A. INTERNET ORDERS

- ◆ All internet orders should **not** be pre-priced. **Do Not** affixes price labels to these products.
- ◆ If the merchandise in a carton is part of an assortment, please label the carton with the word "ASSORTMENT" clearly legible.
- ◆ Individual items should be packaged such that no part of the Product is exposed, using shrink-wrap, polybag, etc.
- ◆ Products to be sold as sets (for example, NASCAR set of six unique Hot Wheels cars sold as one item) should be marked as sets on cartons and packaging

## CTPAT PROGRAM

### What CTPAT Is...

CTPAT is a security program between the U.S. government and key components of the supply chain conducting international trade. It was created after the attacks on the U.S. in 2001 to deter terrorism. CTPAT is intended to push back borders to bolster U.S. national security as well as protect global commerce from unlawful disruptions that can adversely affect a country's trade operations and safety of its citizens.

### How CTPAT Works...

The program is voluntary for the business community engaged in cross-border transactions, and operates on the assumption of security through cooperation of eligible partners such as importers, manufacturers, air, rail, and sea carriers, freight forwarders, brokers and non-vessel operating common carriers, certain motor carriers, U.S. domestic port authorities, and marine terminal operators. The program contains two phases. The first part comprises the preparation and signing of a "voluntary agreement" with U.S. Customs that is the de facto application to participate in CTPAT. A company should then form a cross-functional implementation and project team to assist the organization in conducting a "self-assessment of its supply-chain security" in the areas of procedural security; physical security; access control; personnel security; education and training; manifest procedures; and conveyance security. Based on the findings, a "security profile questionnaire" is also completed and submitted to U.S. Customs. Concurrently, a corporate procedure manual, with minimum security requirements, should be established and maintained.

The second phase consist of "validating phase one," and includes factory visits and audits to test the integrity of the security practices, by auditors and by U.S. Customs, as well as monitoring and assessing new and current vendors, employees, and other germane facilities. Moreover, improvement plans and training programs for divisions or key individuals need to be developed to ensure the understanding of and compliance with the organization's security practices.

Participants will receive tangible benefits such as expedited processing time at the border because of reduced cargo inspections and detentions as well as less U.S. Customs intrusions where companies will rely more on self-policing. In addition, a secure supply chain translates into safety for employees as well as an additional degree of protection for the vital brand of companies.

### TRU Takes The Lead In Ensuring CTPAT Phase Two Compliance For Vendors...

This memo is important to all vendors, and it is essential that you read this text - from beginning to end - to ensure that we can continue to work together as responsible members of the trade community.

Most of you are familiar with the CTPAT program that was created after the attacks on the U.S. in 2001 to deter terrorism. And, you should already have received a request for information from TRU or another corporate buyer in regards to the first phase of this security program

between the U.S. government and key components of the supply chain conducting international trade. Even if you have not, you should continue to read this memo.

As you recall, the first phase included questions from a U.S. importer, like TRU, and was part of a “self-assessment of its supply-chain security” in the areas of procedural security; physical security; access control; personnel security; education and training; manifest procedures; and conveyance security. Based on the findings and responses from vendors like your, a “security profile questionnaire” was concluded and submitted to U.S. Customs.

The second phase consist of “validating phase one,” and includes factory visits and audits, by an auditing firm and by U.S. Customs, to test the integrity of the security practices as well as monitoring and assessing new and current vendors, employees, and other germane facilities. Moreover, improvement plans and training programs for vendors, divisions or key individuals need to be developed to ensure the understanding of and compliance with the organization’s security practices.

To complete the second phase of CTPAT, TRU has chosen Intertek – a global leader in security consulting, investigations and business risk services with offices in Hong Kong and China mainland – to perform validations through each active factory annually. Intertek will issue a Global Security Verification (GSV) certificate upon audit completion and a passing score. The GSV certificate is a required document to be presented to our consolidator at the time of booking. Toys “R” Us will only accept a GSV certificate from Intertek.

Intertek, the designated C-TPAT Vendor Audit Partner for Toys “R” Us, Inc., is a world leader in security consulting, investigations, and business risk services. The partnership with Intertek represents advancement in the evolution of the Toys “R” Us, Inc C-TPAT Vendor Audit Program as we maintain focus on continuously improving the audit processing, execution and communication for all vendor participants. All vendors, as stated on the purchase order, *must* participate in this compliance programs so Toys “R” Us, Inc. can execute its business and legal requirements so your partnership and cooperation with Intertek in executing the C-TPAT Vendor Audit Program at your designated manufacturing locations is vitally important to our mutual business success. Vendors are required to revalidate themselves through this program on an annual basis in order to ensure and demonstrate minimum security practices continue to exist, thrive and be effective.

#### Who To Contact

Toys “R” Us, Inc. provides two contact options to assist its vendors with questions regarding C-TPAT. For specific questions regarding C-TPAT program and vendor requirements and expectations, as well as activity between the vendor and Intertek, the vendor can email our Vendor Partnership Group at our Wayne, NJ office: [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) or contact Sundra Glennon, Manager of Customs Compliance.

Sundra Glennon  
Ph/ 973-617-4812  
Fax/ 973-617-4025  
E/ [Sundra.Glennon@toysrus.com](mailto:Sundra.Glennon@toysrus.com)

#### Frequently Asked Questions

##### **1. Why do I have to participate in the validation audit?**

In an effort to protect our borders and be a “best-in-class importer,” Toys “R” Us, Inc. has made the decision to become C-TPAT validated.

**2. Who will perform the validation audits and where will they take place?**

Toys “R” Us, Inc. has chosen Intertek to execute the audits. They are an experienced company in the area of U.S. Government compliance. All validation audits will take place at the factory facility by employees of Intertek, Hong Kong, China or local country operation depending on the respective factory location. Vendors will be notified by e-mail or telephone call of the intent to schedule required C-TPAT audits by Intertek.

**3. Do I need to contact Toys “R” Us, Inc. to schedule a validation audit; how will I be selected?**

Intertek will perform all audits for Toys “R” Us, Inc. All vendors/factories are required to contact Intertek directly to schedule an audit.

**Please contact Intertek:**

Ava He ---GSV Coordinator

Intertek Consumer Goods, South China

Tel: 86-755-2602 0856 (direct)

Fax: +86-755-26020899

E-MAIL: [ava.he@intertek.com](mailto:ava.he@intertek.com)

Web: [www.intertek-labtest.com.cn](http://www.intertek-labtest.com.cn)

**4. When should I need to contact Intertek to schedule an audit?**

Intertek should be contacted as soon as you complete the new vendor on boarding process and you confirm purchase orders will be placed. Audits need to be completed and a GSV certificate provided to our consolidator at the time of booking, **prior** to shipping. Depending on the time of year, the audit could take a while to complete. **DO NOT WAIT UNTIL YOU HAVE AN UPCOMING ORDER TO CONTACT INTERTEK. THIS COULD RESULT IN DELAY OF YOUR PRODUCT SHIPPING.**

**5. When should I contact Intertek to schedule a re-audit for GSV re-newel?**

An audit should be scheduled with Intertek **prior to the expiration** of the existing GSV certificate. If not, this could result in delay of your product shipping.

**6. How much will a validation audit cost and how long does it take?**

Intertek charges \$550, excluding travel expenses, and this is a discounted price for Toys “R” Us, Inc. vendors. Intertek has committed to only use the necessary time and resources to complete the validation accurately and thoroughly.

**7. What can I expect when Intertek audits me? Are there Forms involved?**

The validation process includes an on-site visit as well as certain forms and documents. The Intertek auditor will explain the process in full prior to and during the process, and share with you all relevant forms and details.

**8. Who will receive the results of the validation audit?**

Since phase two is being performed as part of Toys “R” Us, Inc.’s compliance with C-TPAT, results of the validation audit will be sent to factory and also uploaded into TRU Database.

#### 9. What is the outcome if I fail the validation audit or refuse to participate?

Toys “R” Us, Inc., with the help of Intertek, will discuss the specific shortcomings and security failures and issue the vendor an improvement plan. The plan will have a set time frame within which all issues must be resolved. All factories for the vendors, as stated on the purchase order, *must* participate in compliance programs so Toys “R” Us, Inc. can execute its business and legal requirements.

TRU extends our gratitude to our vendor community for helping us to increase the safety of both of our employees, and for providing TRU an additional degree of protection of our brand as well as expedited processing through U.S. Customs.

Effective for January 01, 2008, each supplier exporting merchandise to Toys “R” Us, USA will be required to present a valid Global Security Verification (GSV) Certificate (See Specimen on page 149) issued by Intertek to DHL at the time of shipment booking that certifying the CTPAT compliance status for the designated MANUFACTURING SITE of that Purchase Order. **If a valid GSV certificate is not presented, the booking will be rejected and product could be delayed.**

A photocopy of the GSV certificate should be submitted with other shipping documents to DHL (consolidator) for booking for ship windows starting January 1, 2008.

## EU DECLARATIONS OF CONFORMITY

All products being imported by Toys R Us to countries within the EU must have a Declaration of Conformity (DOC) available in the national language of the destination country. The DOC must contain as a minimum the information specified within Annex III of EU directive 2009/48/EC.

**For all European shipment except Global Imports BV:** The DOC must be sent to the QA contacts for both France and Spain prior to the shipment of the product, failure to provide this may result in goods being detained by customs authorities.

TRU Germany – Joachim Felix at [felixj@toysrus.com](mailto:felixj@toysrus.com)

TRU France – Sylvie Colomb at [colombs@toysrus.com](mailto:colombs@toysrus.com)

TRU Spain – Sonia Poveda Gonzalez at [povedaso@toysrus.com](mailto:povedaso@toysrus.com)

TRU UK – Janet Appleton at [appletonj@toysrus.com](mailto:appletonj@toysrus.com)

TRU Poland – Patrycja Miernik at [patrycja.miernik@toysrus.com](mailto:patrycja.miernik@toysrus.com)

#### **For TRU Global Imports BV shipment:**

COC vendors follow same process at today.

NON COC vendors send their own EU declarations of Conformity (DOC) in the national language of the destination country (ideally multi-language) to [gauk@toysrus.com](mailto:gauk@toysrus.com). The DOC must contain as a minimum the information specified within Annex III of EU directive 2009/48/EC. After TRU team analyzes this document, the LOE will be provided to the vendor.



## **ESSENTIAL POINT OF SALE INFORMATION & WARNINGS**

The essential warning information required to be visible at the point of sale of the product being imported by Toys R Us countries within the EU, must be supplied to each Toys R Us country. The warning information must be provided in the national language of the country in which the product is to be sold. This must be sent prior to each countries QA contact prior to the product landing in each country.

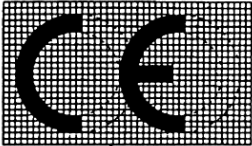
## SECTION 3                      PACKAGING & PRE-PRICING INSTRUCTIONS

### GENERAL PACKAGING INSTRUCTIONS FOR ALL COUNTRIES

	ALL COUNTRIES		
MANUFACTURER'S ITEM NUMBER	Must be printed on packages. (known as <u>Style number</u> for TRU USA)		
COUNTRY OF ORIGIN	Must be printed on packages and shown on the item (except Europe). For <b>Europe</b> , it must be printed on packages and / or shown on the item.		
	<u>U.S.A.</u> <ul style="list-style-type: none"><li>- Must appear on the front panel of the packaging, wherever possible</li><li>- The lettering must be the same size or larger than the type of the company name and address</li><li>- Must be printed on one (same) panel with the company name and address</li><li>- Do not print company name, address &amp; country of origin on more than one panel</li><li>- Do not put country of origin on bottom of the package</li><li>- if U.S. Customs determines that the package or item is not legally marked and require further manipulation to bring goods into compliance, Toys “R” Us will charge back your account for these fees</li></ul>	<u>INTERNATIONAL (including Canada)</u> <ul style="list-style-type: none"><li>- must be in close proximity to, and in the same type as, your company name</li><li>- for <b>Canada</b>, the minimum type size requirement is 1/16 inch</li></ul>	
COMPANY NAME & ADDRESS	If you have an office in the destination country, please print your overseas company name and address on the packaging. If you do not have an overseas company, please print your company name and local address on all packaging, except for <b>Europe</b> . (Please refer to page 36 for details)  For <b>Japan</b> , you do not have to print your overseas company name and address on the package.		
UPC / EAN CODE	<ul style="list-style-type: none"><li>- either one is acceptable</li><li>- must be printed on the packaging</li><li>- paper adhesive label are not acceptable</li></ul> refer to page 49 for details		
MEASUREMENT REFERENCE	<u>U.S.A.</u> Inches, feet, pounds etc. are to be used as the unit of measurement	<u>CANADA &amp; JAPAN</u> Centimeters (cm), kilograms (kg) etc. are to be used as the unit of measurement	<u>INTERNATIONAL</u> measurement in inches and cubic feet; <b>weight in kilograms</b>

	ALL COUNTRIES		
<b>WEIGHT OF CARDS, HEADERS &amp; BOXES</b>	<ul style="list-style-type: none"> <li>- cards and headers up to 5" x 7" - 450 lb. board minimum</li> <li>- cards and headers over 5" x 7" - 500 lb. board minimum</li> <li>- individual boxes must be of 450 lb. board minimum</li> </ul>		
<b>BLISTER FILM</b>	Must be a minimum of 0.01 inch (0.254 mm) in thickness.		
<b>AGE GRADING &amp; WARNING CLAUSE</b>	<b><u>U.S.A. &amp; CANADA</u></b> <ul style="list-style-type: none"> <li>- appropriate age grading must be printed on packages</li> <li>- for product which is not suitable for children under 3, a warning statement indicating that the article contains small parts which pose a hazard to children under 3 must be printed on the packages</li> <li>- the warning statement is only required when the product actually contains a small part</li> </ul>		<b><u>INTERNATIONAL</u></b> <ul style="list-style-type: none"> <li>- appropriate age grading must be printed on packages</li> <li>- EN71, Part 1, "Graphical Symbol for Age Warning Labeling" specifies requirement for the use and design of a graphical symbol for age warning labeling on toys not suitable for children under three years of age</li> <li>- The Graphical symbol (shown below) and statement of hazard must be clearly shown at the point of sale of the product</li> <li>- correct colors and sizes can be found in EN71, Part 6</li> </ul> <div style="text-align: center;">  </div> <p>Written warning (i.e. <b>warning clause with reason</b>) must be printed with the symbol</p>
	<p><b>Note that the above information is not applicable for shipping PLUSH TOY to France. Both the graphical symbol &amp; warning clause <u>must not be printed</u> on the package. Please refer to page 40 for details.</b></p>		
<b>GREEN POINT MARKING</b>  	<ul style="list-style-type: none"> <li>- color combination can be either in dark green (100% Cyan, 70% Yellow, 60% Black) and light green (20% Cyan, 50% Yellow), in black and white or in any other colors as long as it is readable from the background color.</li> <li>- smallest reproduction size: diameter 10mm</li> </ul>		
	<b><u>U.S.A. &amp; CANADA</u></b> Not applicable	<b><u>AUSTRALIA</u></b> Not applicable  <b><u>JAPAN</u></b> Need to print unique recycle marks defined by the Japan Recycle Law. The marks are included in the artwork provided by Japan PD team.	<b><u>EUROPE</u></b> <ul style="list-style-type: none"> <li>- Applicable for shipments to <b>FRANCE, GERMANY, SPAIN, U.K., POLAND &amp; NETHERLANDS</b></li> <li>- the marking must be printed on the packaging</li> </ul>



	ALL COUNTRIES		
<b>CE MARKING</b>  	<p>Certain goods must carry the “CE” mark on the package. The TRU types of products covered by a directive and requiring CE marking are toys, electric and battery operated items covered by the EMC Directive, and personal protective equipment (PPE).</p> <p>The marking is illustrated on the left. It may not be smaller than 5 mm in its vertical height, and the proportion of the diagram must be maintained whatever its size, <b>though the grid does not form part of the marking and is for information only</b>. This mark looks the same as some previous marks, but there are subtle changes, and the diagram should be studied closely. It should be noted, for example, that the C and E are not formed by perfect semi-circles, i.e. the top and bottom arms extend one square beyond the semi-circles, and the middle arm of the E stops one square short.</p>		
	<u><b>U.S.A. &amp; CANADA</b></u> Not applicable	<u><b>AUSTRALIA &amp; JAPAN</b></u> Not applicable	<u><b>EUROPE</b></u> <ul style="list-style-type: none"> <li>- “CE” mark must be shown on the package</li> <li>- must be legible, visible &amp; indelible</li> </ul>
<b>POLY BAGS</b>	<u><b>U.S.A.</b></u> <ul style="list-style-type: none"> <li>- all poly bags with an opening perimeter of 14” or larger must have a “suffocation warning”</li> <li>- the film of the bag is made of must be at least 0.0015 inch (0.0381 mm) in nominal thickness</li> <li>- actual thickness of the poly bag is 0.00125 inch (0.03175 mm)</li> </ul>	<u><b>CANADA</b></u> <ul style="list-style-type: none"> <li>- all plastic bags with an opening perimeter of 14” or larger must have a “suffocation warning” in both <b>French &amp; English</b></li> <li>- the film of the bag is made of must be at least 0.00075 inch (0.01905 mm) in thickness</li> </ul>	<u><b>INTERNATIONAL</b></u> <ul style="list-style-type: none"> <li>- all plastic bags with an opening perimeter of 380 mm or more (whether sealed or not) must have the “suffocation warning” in the <b>appropriate language</b> printed in black ink</li> <li>- the bags must be of a minimum thickness of 0.05 mm (50 Microns)</li> </ul>
<b>PEG HOOK HOLES</b>	Must be a minimum of 3/8” in diameter, leaving a minimum of 1/2” space from the top of hole, to the top of card.		
<b>J-HOOK</b>	A reinforced J-hook must be used if the item is an assortment.		
<b>NON TOXIC MARKING</b>	Never affix “non-toxic” marking on a toy. Such a marking could be misleading to consumers and is strictly prohibited by the Trading Standard Officers who consider that such a product should be non toxic by nature.		

<b>STUFFED TOY</b>	<p><b><u>U.S.A.</u></b></p> <ul style="list-style-type: none"><li>- each stuffed toy shall have securely affixed to it a tag or label</li><li>- the form, design, color or size of the label is at the discretion of the manufacturer or importer</li><li>- the label must be clearly legible &amp; in sufficient size type and shall bear the following information:<ul style="list-style-type: none"><li>➤ a statement that all new material or all new (type) material was used in the manufacture of the stuffed toy</li><li>➤ a statement identifying the stuffing material contents</li><li>➤ the registration number of the manufacturer or importer assigned by the U.S. preceded by the abbreviations “REG.NO.PA –“</li><li>➤ name and principal place of business (city &amp; state) of the manufacturer or vendor</li></ul></li></ul> <p>Refer to the testing section for details.</p>	<p><b><u>CANADA</u></b></p> <ul style="list-style-type: none"><li>- products that contain stuffing material may be required to comply with Canada’s Stuffed Articles Act</li><li>- you must registered with both Ontario and Quebec</li><li>- only one Reg. No. has to be appeared on the tag</li><li>- after registering with TSSA you must display the material content label by sewing onto the product itself, NOT onto the package. (see examples below). Note that either one of the following labels are acceptable.</li></ul> <p>Sample Label 1 - minimum size 7 cm x 2.5 cm – it does not include sewing edges or contents to be declared.</p> <table><tr><td>Not to be removed until delivered to the consumer</td><td>Ne pas enlever avant la livraison au consommateur</td></tr><tr><td>This label is affixed in compliance with Provincial Law</td><td>Cette étiquette est apposée conformément à la loi de la province</td></tr><tr><td>This article contains <b>NEW MATERIAL ONLY</b></td><td>Cet article contient des <b>MATÉRIAUX NEUFS SEULEMENT</b></td></tr><tr><td>Made by Reg. No.</td><td>Fabriqué par N° de permis :</td></tr><tr><td>Content</td><td>Contenu</td></tr></table> <p>Sample Label 2 – actual size 5.5 cm x 1.3 cm</p> <table><tr><td>NEW MATERIAL ONLY REG. NO. CONTENT</td><td>MATÉRIAUX NEUFS SEULEMENT N° DE PERMIS: CONTENU</td></tr></table> <p>Technical Standards and Safety Authority provides a label approval service at a cost of Canadian\$70.00 plus GST (6%). Use of this service is optional. This service will reduce non-compliance issues at the retail sector. Please call Eva Izzo at (416) 734-3461 or email her at <a href="mailto:eizzo@tssa.org">eizzo@tssa.org</a> for more information about Label Approval Service.</p> <p>Labels must be made of a white durable fabric or synthetic material (not paper and printed in black ink only).</p> <p>Labels must be securely affixed to the article in a conspicuous area.</p> <p>Such label is required on clothing and miscellaneous articles.</p>	Not to be removed until delivered to the consumer	Ne pas enlever avant la livraison au consommateur	This label is affixed in compliance with Provincial Law	Cette étiquette est apposée conformément à la loi de la province	This article contains <b>NEW MATERIAL ONLY</b>	Cet article contient des <b>MATÉRIAUX NEUFS SEULEMENT</b>	Made by Reg. No.	Fabriqué par N° de permis :	Content	Contenu	NEW MATERIAL ONLY REG. NO. CONTENT	MATÉRIAUX NEUFS SEULEMENT N° DE PERMIS: CONTENU	<p><b><u>INTERNATIONAL</u></b></p> <ul style="list-style-type: none"><li>- must comply with the regulations and requirements set forth in each individual country</li><li>- you may consult the testing laboratory for detail information</li></ul>
Not to be removed until delivered to the consumer	Ne pas enlever avant la livraison au consommateur														
This label is affixed in compliance with Provincial Law	Cette étiquette est apposée conformément à la loi de la province														
This article contains <b>NEW MATERIAL ONLY</b>	Cet article contient des <b>MATÉRIAUX NEUFS SEULEMENT</b>														
Made by Reg. No.	Fabriqué par N° de permis :														
Content	Contenu														
NEW MATERIAL ONLY REG. NO. CONTENT	MATÉRIAUX NEUFS SEULEMENT N° DE PERMIS: CONTENU														

	ALL COUNTRIES
<b>BATTERY OPERATED 'TRY-ME' PRODUCTS</b>	<p>The batteries in toys with a "Try-Me" facility are subject to power loss during the time they are on the shelf. In order to let the customer be aware of this situation, you are recommended to put the following clause in the appropriate language to your packaging.</p> <p>"THE BATTERIES INCLUDED IN THIS TOY ARE INTENDED FOR IN-STORE DEMONSTRATION PURPOSE ONLY'.</p>
<b>BIKES</b>	<p>All bikes being shipped must have a plastic covering over the wheel axles to ensure that they do not damage distribution center conveyor equipment.</p>


## SPECIAL PACKAGING INSTRUCTION FOR INDIVIDUAL COUNTRY

### IMPORTER NAME & ADDRESS REFERENCE FOR IMPORT SHIPMENT TO

#### TRU EUROPEAN COUNTRIES

- If you have an EEC subsidiary or Authorized Representative, that representative's name and European address has to be printed on the CE label.
- If you do not have an authorized representative, Toys "R" Us will act as the Importer of Record. All toys, electrical products, protective equipment or medical devices shipped to Toys "R" Us must bear the "CE" mark and TRU address label as shown below. **For shipments to UK, test reports must be available in Toys "R" Us' name.** In case there is any question, please contact Mrs. Janet Appleton at TRU UK. Her email address is: [appletonj@toysrus.com](mailto:appletonj@toysrus.com).
- With the exception of the proportion of the size of the "CE" marking as shown on page 33 there is no overall size or layout requirement for this label – but it must be legible. It may be placed anywhere on the outside of the package, preferably on the back of or the bottom.

#### Layout A

Imported by:	Toys R Us Maidenhead Berkshire SL6 3QH UK 50827 Koeln (Cologne), Germany 8305 Dietlikon, Switzerland 91044 Evry Cedex France Ctra. de Barcelona, KM 26,550 28812 Alcala de Henares, Madrid NIF: A 79/520.656 Ikea Platz 4, 4021 Haid, Austria Sp. zo.o. ul. Marynarska 19a, 02-674 Warszawa
	
Customer information: Please keep address for future reference. Kundeinformation: Gem adressen for senere reference eller henvendelse. Kundinformation: Spara adressen for senere referenser eller henvisninger. Bitte fuer spaetere Rueckfragen aufbewahren. Conserver cette adresse, au cas ou vous voudriez nous contacter ulterieurement. Bewaar dit adres, voor het geval U ons later wenst te kontakteren. Conserve esta direccion para futuros contactos. Agradeco que garde esta direccao para referencias futuras. Informazione cliente: Per favore conservi questo indirizzo per future referenze. Informacje dla Klienta: Prosze zachowac adres do pozniejszego wykorzystania.	

<p>Imported by: Toys R Us Maidenhead Berkshire SL6 3QH UK 50827 Koeln (Cologne), Germany 8305 Dietlikon, Switzerland 91044 Evry Cedex France Ctra. de Barcelona, KM 26,550 28812 Alcala de Henares, Madrid NIF: A 79/520.656 Ikea Platz 4, 4021 Haid, Austria Sp. zo.o. ul. Marynarska 19a, 02-674 Warszawa</p>	<p>Customer information: Please keep address for future reference. Kundeinformation: Gem adressen for senere reference eller henvendelse. Kundinformation: Spara adressen for senare referenser eller hanvisningar. Bitte fuer spaetere Rueckfragen aufbewahren. Conserver cette adresse, au cas ou vous voudriez nous contacter ulterieurement.</p>	<p>Bewaar dit adres, voor het geval U ons later wenst te kontakteren. Conserve esta direccion para futuros contactos. Agradeço que guarde esta direccao para referencias futuras. Informazione cliente: Per favore conservi questo indirizzo per future referenze. Informacje dla Klienta: Proszę zachować adres do późniejszego wykorzystania</p>
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**BUBBLE SETS & REFILL FOR IMPORT SHIPMENTS TO TRU GERMANY & TRU GLOBAL IMPORTS BV**

In addition to the packaging requirements stated on page 31 to page 33, you are required to put the following warning clause on the packaging when you ship bubble sets and refill to TRU Germany. **Merchandise not containing this warning is not allowed to ship to Germany.**

“Not suitable for children under 36 months. Risk of suffocation as suds could be swallowed.”

“Nicht geeignet für Kinder unter 36 Monaten. Erstickungsgefahr durch Verschlucken der Seifenblasenlösung.”

## SPECIAL PACKAGING INSTRUCTION FOR TRU JAPAN

Following is the procedure for preparing Japanese packages for TRU JAPAN.

- 1) You need to submit the following materials to TRU JAPAN, Product Development Staff after receiving the PO
  - Package artwork data in AI format (Adobe Illustrator) in English text
  - Instruction manual sheet data in AI format (Adobe Illustrator) in English text
  - MIS (Material Information Sheet) must be reliable, otherwise testing would be failed at pre-shipment test.
- 2) After receipt of English text package data, TRU Japan Product development Staff will prepare the Japanese package and send it back to you.
- 3) You need to submit the package artwork data with barcode in JPEG (150 dpi) or PDF format to TRU JAPAN for approval.
- 4) First approval for making wet print proof will be released by TRU JAPAN, if there are no problems in layout, Japanese text, and color.
- 5) You need to submit “Wet print proof” to TRU JAPAN for getting “Final approval” to proceed to mass printing.
- 6) Once you receive “ Final approval” from TRU Japan, you need to submit the production sample with Japanese package to testing laboratories for the pre-shipment test.
  - If failed in the pre-shipment test, COC will not be issued and order would be canceled.

**As for licensed products (ex. Disney, Snoopy, Thomas, Sanrio, etc), additional approval process is requested by each licensor**

Please ask our contact person for the details

If you have any inquires and questions on the packing instruction, please contact the following.

### Contact person

- Saho Tadakuma : Manager, Baby goods, Apparel	tadakums@fun.toysrus.co.jp
- Naoya Inami : Manager, Boy's toys, Girl's toys, Electronic goods, Tablets	inamin@toysrus.com
- Satoko Yoshimoto : Asst. Manager, Girl's toys	yoshimos@fun.toysrus.co.jp
- Kotaro Kawamoto : Asst. Manager, Outdoor goods, Seasonal goods	kawamotk@fun.toysrus.co.jp
- Ai Yamamoto : Asst. Manager, Infant & Pre-school toys, Stationary	yamamota@fun.toysrus.co.jp
- Yukiko Matsunobu : Coordinator, Girl's toys, plush, games, Science toys, Educational toys	matsunoy@fun.toysrus.co.jp

As for carton mark, please see on page 102-103 of this manual. If you have any inquiry, please contact our Import Section.

Email: japan-import@fun.toysrus.co.jp

## ADDITIONAL PACKAGING INSTRUCTION FOR SHIPMENT TO FRANCE

In addition to the packaging requirement stated on page 31 there is some special information and warning clauses that have to be printed on packages, for shipment to TRU France, according to the type of toys. This list is not exhaustive – You need to refer to the applicable relevant norms – Please contact your testing laboratory. TRU will not accept any excuse for missing marking, on the basis that the missing marking was not mentioned in the shipping manual.

Please note that the following French wordings are compulsory, if you have shipment to France. However it would be advisable if you can also put the clauses in other languages on package as well.

According to the **1994 Act** (which supersedes the 1975 Act) which is much stricter than the former (as far as markings and penalties are concerned), the following points must be **properly** translated into French:

- description\* / denomination of the product
- contents (if any)
- warning clauses
- recommendations
- instructions
- selling messages

\* Concerning the description:

If it is a window box:

- ◆ there is a trademark + a description on packaging: **the description only must be translated into French**
- ◆ there is a trademark only on packaging: **there is no need translating the trademark, nor add a French description**

If it is not a window box (plain box):

- ◆ there is trademark + description on packaging: **the description only must be translated into French**
- ◆ there is a trademark only on packaging: **a description in French must be added**
- ◆ there is a description only on packaging: **it must be translated into French**

Generally speaking, the **whole packaging** need to be translated into French and we would advise vendors to avoid (as much as possible) mentioning **selling messages** in French or any other languages (they could use photos instead) on packaging so that they only concentrate on translation of **recommendations, compulsory wordings and instructions**.

Following are the specific wordings that have to be printed on packages, if applicable. Please note that the English in parentheses are for reference only.

### CARRY ALONG CASSETTE AND CD PLAYER AND OTHER PRODUCTS WHICH CAN BE USED WITH HEADSET

- the items must not exceed 100 decibels
- Output tension must not exceed 150mV
- A PLEINE PUISSANCE, L'ECOUTE PROLONGEE DU BALADEUR PEUT ENDOMMAGER L'OREILLE DE L'UTILISATEUR – **this warning must be stick on the item itself and on the packaging.**
- instruction in French (in the packaging) advising of the risks on the health issued of the use of this product, and giving specific advice concerning the headset to be used in respect of the regulation.

### TOYS WITH DANGEROUS SUBSTANCE

- the wording has to follow conditions mentioned in the European directives which refer to packaging, labeling for dangerous substance and chemical experiments.
- instruction in French (in the packaging) which specify the level of risks caused by the substance according to the type of products,
- it is necessary to specify first aid care in case of accidents,
- MAINTENIR HORS DE PORTEE DES JEUNES ENFANTS.  
(Keep away from young children.)

### BIKES, BICYCLES (NON TOYS) WITH A SADDLE HEIGHT ABOVE 635 MM 6 ref EN 14766 JUNE 2006

- the frame must bear a easily readable production number
- the name, designation or trademark
- the mention of the EN14766 norm
- for French market , lighting system is required front and rear of the bike

Instruction in French (in the packaging) specifying:

- because the recommendations are too numerous, please refer to the EN 14766 norm/

### STUFFED TOY (e.g. plush)

You must display the material content label by sewing onto the product itself, NOT onto the package, or hangtag tied up to the product. Information on the material content label MUST includes the following:

- washing instructions (e.g. LAYER A LA MAIN – hand washing)
- CE marking (with a size superior to 5 mm)
- recommendations (if any)
- a statement indicating that all new material was used in the manufacture of the stuffed toy.



All information on the material content label must be in FRENCH.

Note that: For all plush toys, the age graphical symbol and the warning clause must not be shown on both the package and the item according to the information set forth by the French Administration. However, it is optional that you can show the “age recommendation” on the package (e.g. 3+ or 8+ etc.).

## VIDEO GAMES

ATTENTION! CHEZ CERTAINES PERSONNES, L'UTILISATION DE CE JEU NÉCESSITE DES PRÉCAUTIONS D'EMPLOI PARTICULIÈRES QUI SONT DÉTAILLÉES DANS LA NOTICE JOINTE.

Instruction in French (in the packaging) with the following text:

### **Avertissement sur l'épilepsie**

A lire avant toute utilisation d'un jeu vidéo par vous même ou votre enfant.

Certaines personnes sont susceptibles de faire des crises d'épilepsie ou d'avoir des pertes de conscience à la vue de certains types de lumières clignotantes ou d'éléments fréquents dans notre environnement quotidien. Ces personnes s'exposent à des risques lorsqu'elles regardent certaines images télévisées ou lorsqu'elles jouent à certains jeux vidéo. Ces phénomènes peuvent apparaître alors même que le sujet n'a pas d'antécédent médical ou n'a jamais été confronté à une crise d'épilepsie.

Si vous-même ou un membre de votre famille avez déjà présenté des symptômes liés à l'épilepsie (crises ou pertes de conscience) en présence de stimulations lumineuses, veuillez consulter votre médecin avant toute utilisation.

Nous conseillons aux parents d'être attentifs à leurs enfants lorsqu'ils jouent avec des jeux vidéo. Si vous-même ou votre enfant présentez un des symptômes suivants : vertiges, troubles de la vision, contraction des yeux ou des muscles, perte de conscience, trouble de l'orientation, mouvement involontaire ou convulsion, veuillez immédiatement cesser de jouer et consulter un médecin.

### **Précautions à prendre dans tous les cas pour l'utilisation d'un jeu vidéo**

Lorsque vous utilisez un jeu vidéo connectable à un écran, jouez à bonne distance de l'écran de télévision et aussi loin que le permet le cordon de raccordement.

Utilisez de préférence les jeux vidéo sur un écran de petite taille.

Évitez de jouer si vous êtes fatigué ou si vous manquez de sommeil.

Assurez-vous que vous jouez dans une pièce bien éclairée.

En cours d'utilisation, faites des pauses de dix à quinze minutes toutes les heures.

- name or trade mark to easily identify the CEE responsible
- identification of the model
- Size of the protection
- Number of this norm and level of performance
- Clear indication of the side for fixation
- International washing pictograms
- Manufacturing date
- "book" pictogram

A user notice in French must be delivered with the product – please refer to the norm for list of informations to be supplied.

### COSMETICS, HYGIENE PRODUCTS

Legal requirements applicable to cosmetics intended for children are double since they are classified as toy and as make-up products.

#### **A. The French regulation (decree of April 28, 1995)**

Cosmetics manufacturers are submitted to a number of requirements before launching a new product on the French market.

- the Marketing Department must at first compile a making file. The file must be compiled by manufacturers, packaging makers and importers and must include the following information: nature of the product, making formula in full, manufacturing and checking conditions, instructions and testing results. A copy of the file must be kept all the time ready for presentation to the proper authorities (D.A.S.S.). The making file must be written in French.
- the making formula in full must be submitted to Poisons Units of Paris, Lyon or Marseille.
- the following markings must be affixed on the product :
  - . name of the product
  - . name or trade name and address or head office of the manufacturer, or company responsible for marketing of the product
  - . weight or volume
  - . expiration date (period under which the product remains functional and don't affect health). Month and year with the mention "A UTILISER DE PREFERENCE AVANT FIN..." (best use before end of...). For products having a life duration over 30 MONTHS, the mention is not required
  - . lot number or reference
  - . quality and quantity for all the components
  - . special cautions

## PERCUSSION CAPS SPECIFICALLY DESIGNED FOR USE IN TOYS

ATTENTION! NE PAS TIRER EN LIEU CLOS, OU PRES DES YEUX ET DES OREILLES. NE PAS LAISSER D'AMORCES DANS LES POUCHES.  
(Warning: do not fire indoors or near eyes and ears. Do not carry caps loose in pocket.)

## 'NON-TOXIC' MARKING

Never affix the above "non-toxic" marking on a toy. Such a marking could be misleading to consumers and is therefore strictly prohibited by the Trading Standard Officers who consider that such a product should be non toxic by nature.

## PRODUCT CONCERNING CHILD CARE

For the following product, the vendor must respect the French or European standard.

- Perambulator, pushchair, convertible carriage : NF-S-54-001.
- Cribs : NF-EN-716-1 and NF-EN-716-2.
- Cradle : EN 1130
- Dressing table : EN 12 221.
- Bassinet : NF-EN-1466.
- Carrycot : NF-S-54-006.
- Children-chair : NF-S-54-007.
- Hock-on hitchair : NF-EN-1272.
- Second hand : NF-S-54-008.
- Playpen : EN 12 227.
- Safety gate : EN 1930.
- Car seat : ECE 44 .
- Baby's dummy : NF-S-54-003.
- Duvet : LES COUETTES SONT DANGEREUSES POUR LES ENFANTS DE MOINS DE 9 MOIS.

## BATTERY

Battery requirement / standard printed on the package / instruction manual must be shown in the European version. Below is a table indicates the battery standard in European version.

U.S. Standard	European Standard
AA	R6 or LR6
AAA	R3 or RO3
C	R14 or LR14
D	R20 or LR 20
PP3	6LR61 or 6LF22
9V	6F22

## STUFFED BEDDING

French decree for STUFFED BEDDING: 2000-164 dated 23 feb.2003 for cushions, duvets, pillows, stuff blankets, neck pillows for children or adults  
**Cigarette ignition test** plus the mention “ conforme aux exigences du décret 2000-164 » plus name of the importer.

## CHILDCARE PRODUCTS

French Decree for Childcare products n° 91-1292 dated 20 December 1991 - all childcare products for sitting, sleeping (except car beds) , transportation (except car seats) , and physical protection for children below 4 years must bear the marking “ conforme aux exigences de sécurité” – This marking must be present on the item itself or on its packaging.

## **NEW AUSTRALIA CONSUMER LAW EFFECTIVE 1<sup>ST</sup> JANUARY 2012 WARRANTIES AGAINST DEFECTS**

Any product sold within Australia that contains a document which evidences a warranty/warranty against defects must state:

- What you as the business (giving the warranty) must do if goods are faulty or defective – e.g. repair or replace the goods
- What the consumer must do to claim under the warranty—e.g. not misuse the goods
- The following information about the business giving the warranty:
  - name
  - business address
  - telephone number
  - email address (if any)
- The warranty period—i.e. how long the warranty lasts for
- What a consumer must do to claim under the warranty—i.e. how to contact you and where to send the claim
- Whether you or the consumer are responsible for expenses associated with a warranty claim and how the consumer can claim back any expenses incurred
- That the benefits provided to the consumer by the warranty are in addition to other rights and remedies available to the consumer under the law.

### **Mandatory text**

In addition to the requirements above, a document evidencing a warranty against defects must include mandatory text to ensure consumers are aware that any warranty against defects operates in addition to consumers' rights under the ACL. This mandatory text is:

**Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.**

**Remember this only needs to be present where Warranty information is provided, if there is no warranty information provided (for any country) on the product then the above is not required.**

**Document template is available at Section 9 – Specimen Forms. The document must be included in the manual of the product.**

**Warranty Statement information needs to be submitted to the Buyer for approval prior to production giving sufficient time to rectify and reprint the information should changes be needed.**

**Failure to do so, vendor will be charged for the penalty (Administrative charge to cover the costs incurred to have stock reworked prior to distribution to stores to ensure compliance with Australia Regulations).**

You can access further information on the below link;

<http://www.accc.gov.au/content/index.phtml/itemId/996742#toc6>

## LANGUAGE REQUIREMENT

Definition of each language type:

- English - Typical U.S. package with all **English** text, instructions and warnings (if any).
- Japanese - All **Japanese** text, instructions and warnings (if any).
- Bi-lingual - **English & French** on *item*, instructions and packaging.  
All text, instructions and warnings (if any) must be printed in both languages that are *of equal size and prominence*.  
  
- **English & Spanish** on instructions and packaging. (Note: *not* on item itself.) All text, instructions and warnings (if any) must be printed in both languages. English should be larger. *Spanish can be 50 – 60% of the lead English copy.*
- Multi-lingual - There are **2** types of multi-lingual packages:

Type A - **8** languages on package in the following order:

**English, French, German, Spanish, Portuguese, Polish, Italian & Dutch**

Descriptive wordings, including product title, warning statement, instructions (if any) and CE label (where required) must be printed in all 8 languages which are of *equal size and prominence*.

Type B – **Polybag** Language Requirement: **9** languages in the following order:

English, French, German, Spanish, Portuguese, Italian, Dutch, Japanese, Chinese. (Must be used for all polybags for all Private Label items where any warnings are required.)

## **Package Preference for Private Brand Product**

Please note that the package preference listed below refers to shipment of **Private Brand items only**. If you are shipping non-private brand items, any type of packaging is acceptable as long as it meets the local language requirement of the destination country.

<b>Country</b>	<b>1<sup>st</sup> Preference</b>	<b>2<sup>nd</sup> Preference</b>	<b>Comments / Notes</b>
U.S.A.	Bi-lingual: English / Spanish	English-only	English-only packages are determined by U.S. Product Development Manager.
Canada	Bi-lingual: English / French	Multi-lingual Type A	English packaging is only accepted as a last resort with prior approval by TRU Canada. Order quantities may be reduced since English-only packaging is not allowed in Quebec. However, even in the case of English-only packaging, all legals, cautions and warnings must be bi-lingual English and French, with equal size and prominence.
U.K.	Multi-lingual Type A	English	–
France,	Multi-lingual Type A	Local Language	–
Germany	Multi-lingual Type A	Local Language	–
Spain	Multi-lingual Type A	Local Language	–
Portugal	Multi-lingual Type A	Local Language	–
TRU Global Imports BV	Multi-lingual Type A	--	--
Australia (usually pick up whatever is available)	Bi-lingual: English / Spanish	Bi-lingual: English / French	Third preference for this region: Multi-lingual Type A
Japan	Japanese	N/A	Instructions (if any) must be in Japanese.
All Countries - Polybags	Multi-lingual type B	N/A	On all polybags where warnings are required.

It is our intention to consolidate purchase orders and to arrive at final packaging, which is most beneficial to our ability to sell your products successfully. We likewise hope to make the packaging requirements as easy as possible for you, by remaining as flexible as we can.

## **TRANSLATION SERVICES**

If you require translation services, we recommend that you contact the following companies for details:

NOTE: TRU **Canada** provides its own French translations for private label packaging only.

### **RR Donnelley Global Translation Services**

55 Water Street

New York, NY 10041

Account Manager: Anna Gargiulo

Tel: 212-658-5033

Fax: 212-658-5090

Email: [toysrus.translations@rrd.com](mailto:toysrus.translations@rrd.com)

Web Address: [www.rrdtranslations.com](http://www.rrdtranslations.com)



## UNIVERSAL PRODUCT CODE (UPC)

Toys “R” Us is committed to the use of the Universal Product Code (UPC). The management of product information through the UPC is crucial to the integrity and exchange of EDI documents. Toys “R” Us requires all Vendors to assign UPC/EAN numbers and label all merchandise with a UPC/EAN barcode. For additional information regarding UPC assignment and requirements, please go to Section 3 of the Vendor Manual on the Vendor Extranet. Go to <https://vendorconnect.toysrus.com>.

### UPC CODES

- it should be printed in black on a white background only
- it should be printed directly on the package
- it must be 12 digits
- it cannot be reduced more than 20%

Preferred placement of the UPC code on the package is as follows:

- Boxes - mark on the back or the bottom
- Blisters and header cards, polybag - mark on the back
- Books - mark on the back

Either UPC or EAN codes are acceptable for shipments to **all** Toys “R” Us countries.

## **PENALTY CHARGES FOR MISSING AND WRONG MARKINGS**

TRU will penalize vendors for shipping goods with improper, incomplete, wrong and missing markings on packaging. They have implemented a penalty policy with all the different kinds of non-compliance packaging. It is extremely important that you follow all the instructions that are outlined in the shipping manual for shipments to all countries. For details of penalty policy, you can contact Miss Mandy Lo at APPL.

TRU will penalize vendors for shipping goods with improper, incomplete, wrong or missing markings on packaging. In addition, vendors will be charged back for shipping merchandise in an incorrect pack size (applies to inner and outer pack). TRU often remove inner from master cartons for furtherance to stores. Therefore, inner packaging must be in sturdy cartons that can endure handling and transport to stores. Vendors will be penalized for shipping flimsy inner cartons. The penalty is:

First charge    5% of gross purchase price of the SKU  
Second charge 10% of gross purchase price of the SKU  
Third charge   15% of gross purchase price of the SKU

## PRE-PRICING INSTRUCTION

### PRICE LABELS

- Some products purchased directly by us are required to be pre-priced with our retail price labels.
- Price labels for FOB Orient shipment to the U.S. and Canada will be produced by Avery Dennison Hong Kong B.V.
- The price labels will be printed 30 days prior to the scheduled ship date.

Only the following countries require pre-price labeling:

- U.S.A. - Orange adhesive label or yellow cardboard tickets – only department #62 and 69 non-private label goods may be pre-priced at the discretion of the buyers. In those cases, vendors would need to order the Avery Dennison label.  
**For product destined for Toys R Us.com, pre-price labeling is not required. Please refer to page 25 for special internet orders instruction.**

For Categories 40, 41, 42 and 44 apparel white cardboard tickets are required.

### **BRU Labeling Requirement for Apparel shipment to TRU Canada**

The label should show anywhere on at least one side of the carton (**never on top**) and preferably the narrowest side. If inners are used, the label should also show on the inner cartons using the same criteria.

Size: 4" x 5"

Color: 225 – Pink



U.K. - Yellow cardboard tickets (for category# 94) are no longer required. The price for the UK will now printed on the perforated section of the Animal Alley swing ticket. The price will be confirmed by the UK buying team. Vendors should always confirm this by contacting the UK Buying Team or the European Brand Manager.

Ticket code as follows (see following page for more details):

- R - Regular adhesive price label.
- CS - Cardboard swiftach price tickets (for plush, stuffed dolls or any toys which are bulk pack).
- CL - Cardboard loop (for rackets, shoes, sandals, helmet which are bulk pack).
- N - No tickets (shelf marked merchandise, security items – Item # (SKN) beginning with 70 – 79, 87 & 88).
- MA - Mechanical. Price mechanical artwork is supplied by Toys “R” Us, USA. Usually, TRU USA supplies package artwork for “Private Label” merchandise and the price mechanical is a part of the package art.

For any current item, if the price mechanical was given to you prior to this year, please check details on mechanical again before you print the package, as information, especially retail price, may have changed already.

- NOTE:
- NEVER USE ANY LABELS THAT WERE LEFT OVER FROM PREVIOUS SHIPMENTS.
  - Do not lose any labels that we send to you. Any request for re-printing of the retail price labels 3 days after receipt will be at your expense. We will charge you HK\$0.10 each label for any request of re-printing.
  - on page 52 illustrated how labels should or should not be placed on package.

## Pre-pricing Instruction

# PREPRICING INSTRUCTIONS WITH TOYS 'R' US® CARDBOARD TICKETS

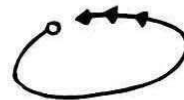
1. ONE LABEL MUST APPEAR ON EACH PIECE OF MERCHANDISE.

2. PUT THE RIGHT LABEL ON THE RIGHT ITEM.

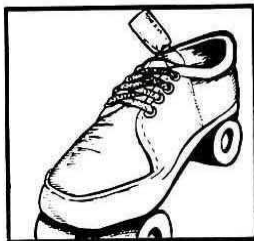
3. TO ATTACH OUR CARDBOARD TICKETS YOU HAVE BEEN SUPPLIED WITH (A). "T-BARS" WHICH ARE ATTACHED WITH A "SWIFTACHER GUN" OR (B). "LOOPS" WHICH ARE PUT ON BY HAND.

ITEM #  
(STYLE # - U.S. ONLY)  
SKN #  
(ITEM # - U.S. ONLY)

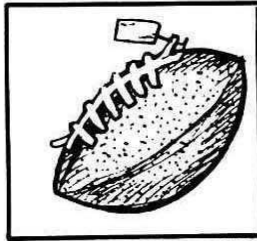
TOYS 'R' US	TOYS 'R' US
1012019	21 2
210285	PRICE \$5.97



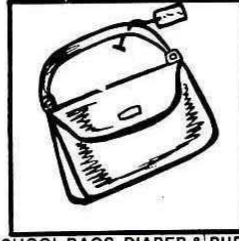
4. THE TICKETS MUST BE ATTACHED DIRECTLY TO THE MERCHANDISE:  
NEVER TO THE PACKAGE OR HANG TAG.



SHOES & SHOE SKATES  
LOOP THROUGH EYELET  
OF ONE.



FOOTBALLS T-BAR THROUGH  
END OF LACE.



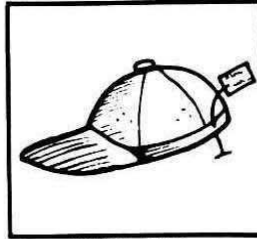
SCHOOL BAGS, DIAPER & PURSES,  
T-BAR THROUGH HANDLE.



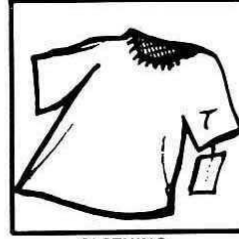
STUFFED ANIMALS T-BAR  
THROUGH EAR.



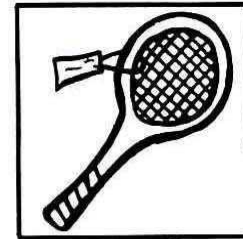
UMBRELLAS  
THROUGH TIP END OF  
MATERIAL.



CAPS & HATS  
T-BAR THROUGH BAND



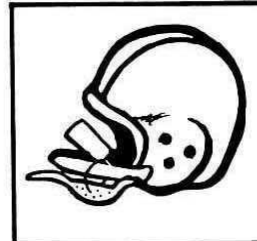
CLOTHING  
LEFT SLEEVE



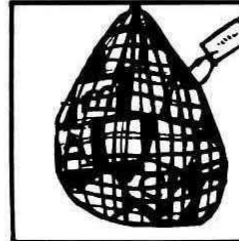
RACKETS



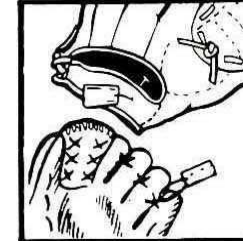
SLEEPING BAGS  
THROUGH LAW TAG.



FOOTBALL HELMET  
THROUGH CHIN STRAP.



NETBAG TOYS  
NO HEADER



BASEBALL GLOVE  
LOOP THROUGH LACES OR  
THROUGH WRIST STRAP.

**PLEASE!**

**DO NOT: CHANGE OR DAMAGE THESE LABELS IN ANY WAY!**  
**FAILURE TO COMPLY WITH THE ABOVE INSTRUCTIONS WILL RESULT IN A CHARGE BACK**



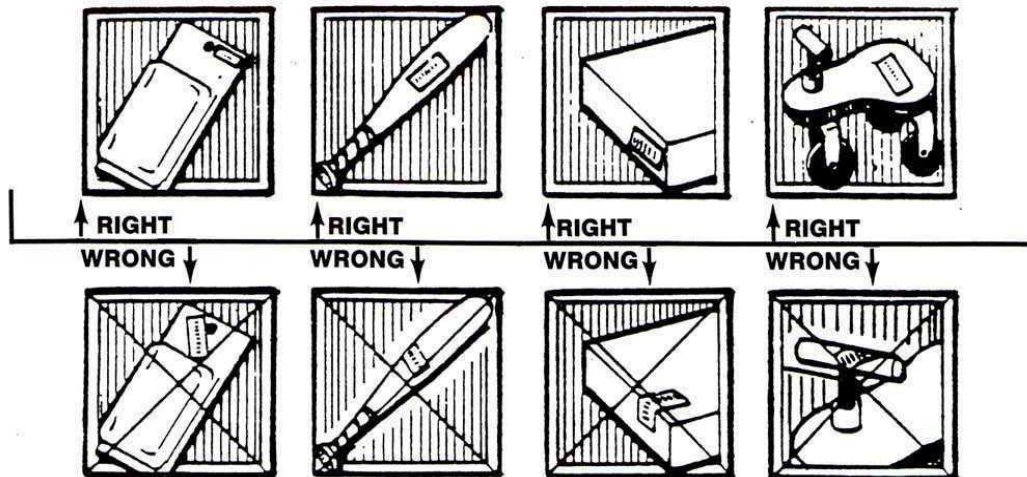
# PREPRICING INSTRUCTIONS WITH **TOYS 'R' US®** STICK-ON LABELS

- ONE LABEL MUST APPEAR ON EACH PIECE OF MERCHANDISE.
- PUT THE RIGHT LABEL ON THE RIGHT ITEM.
- PUT LABEL ON THE FLAT, STRAIGHT, SMOOTH PART OF THE PACKAGE.

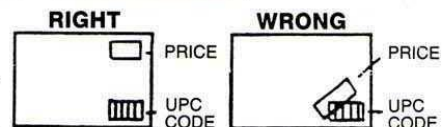
ITEM #  
(STYLE # - U.S. ONLY)

SKN #  
(ITEM # - U.S. ONLY)

TOYS 'R' US	TOYS 'R' US
1012019	21 2
210285	PRICE \$5.97

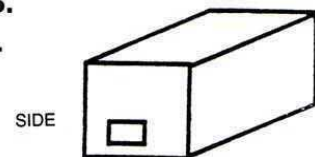


- DO NOT COVER ANY DIRECTIONS, DESCRIPTIONS, OR WARNINGS ON THE PACKAGE.



- DO NOT COVER THE UPC SYMBOL.**  
THE UPC SYMBOL IS USED FOR SCANNING PURPOSES.

- WHEN LABELING ANY ITEM IN A BOX, PUT THE LABEL ON THE SMALLEST SIDE OF THE BOX. IF THE BOX CONTAINS A WINDOW, PLACE THE LABEL ON THE WINDOW SIDE OF THE BOX, NOT ON THE WINDOW.
- WHEN LABELING A 'RACK' OR 'PEG' ITEM, PUT THE LABEL IN THE UPPER RIGHT HAND CORNER. DO NOT COVER THE HOLE!



THESE ARE  
ALL O.K.

- ALWAYS PUT THE LABEL ON THE OUTSIDE OF THE BLISTER, SKN, OR SHRINK, NOT UNDERNEATH.

**PLEASE!**

**DO NOT: CHANGE OR DAMAGE THESE LABELS IN ANY WAY!**

FAILURE TO COMPLY WITH THE ABOVE INSTRUCTIONS WILL RESULT IN A CHARGE-BACK.

## SECTION 4

## SHIPPING & DELIVERY INSTRUCTIONS

### OCEAN SHIPMENT TO ALL COUNTRIES

- ◆ All cargoes must be delivered to our consolidator, DHL ISC (Hong Kong) Limited (DHL), no earlier than the “earliest ship date” or no later than the “cancel date”, as specified on our purchase order. Delivered date is the date the ‘cargo is delivered in full AND customs cleared. This is the date that will appear on the forwarders cargo receipt.
- ◆ A shipping order must be obtained from DHL prior to delivery.
- ◆ For **all European countries**, we suggest a booking be made with DHL 2 weeks before the ship date.
- ◆ All **purchase orders** are based on FOB basis, CFS delivery to our consolidator (DHL). All **delivery** and **CFS** charges are for your account.
- ◆ DHL will not accept any partial deliveries of an Item (SKN for International countries). Vendor must deliver complete quantity per item within 3 days. If they fail to do so, DHL will bill storage charges for every week beyond the third day based on total CBM of that item.
- ◆ DHL will not accept any cargo that is not delivered within the shipping window, as listed on your purchase order, without APLL’s prior approval.
- ◆ If you are not able to deliver goods on time, you are responsible to contact APLL for extension prior to delivering any cargo to DHL.
- ◆ USA shipments: Failure to execute the shipment of the purchase order complete and on-time within the purchase order ship window will result in non-compliance chargebacks. Please refer to Section 10 for non-compliance chargebacks USA, Toys “R” Us Inc.  
International shipments except TRU Global Import BV: Please refer to page 15 for non-compliance chargebacks International countries: Failure to execute the shipment of the purchase order complete and on-time within the purchase order ship window will result in non-compliance chargebacks which is US\$500 per item per order per extension.  
TRU Global Imports BV shipments: *Details will be communicated shortly.*
- ◆ Any warehouse charges incurred at DHL while waiting to complete your order will be for your account.
- ◆ Upon acceptance of your cargo at DHL and submission of mate’s receipt to DHL, a Forwarder’s Cargo Receipt (FCR) will be issued to you.
- ◆ Vendor must submit all relevant documents as specified on page 57 to DHL when you sign the shipping order.
- ◆ The **original** and only the original cargo receipt will be accepted for payment processing. If you lose the original cargo receipt, please contact your local DHL office for details.

## CHINA DELIVERY FOR SHIPMENT TO ALL COUNTRIES

### YANTIAN, SHENZHEN

- ◆ Vendors should deliver goods to DHL warehouse in Yantian, Shenzhen\* if goods are made in southern part of China, country code “YNT” on our purchase order.
- ◆ You must submit documents to DHL Hong Kong office to obtain a shipping order.
- ◆ DHL Hong Kong will fill in the shipping order number on the form and return the shipping order to you.
- ◆ You should apply for clearance documents in China before you deliver cargo to DHL’s warehouse in Yantian, Shenzhen.
- ◆ Upon receipt of your cargo at the Yantian warehouse, you should submit mate’s receipt to DHL Hong Kong. A Forwarder’s Cargo Receipt (FCR) will then be issued to you.
- ◆ For detail procedures, please contact DHL HK. DHL hold seminars occasionally to instruct our vendors on how to handle delivery in Yantian.
- ◆ For detail address and contact information of DHL’s office and warehouse, please refer to page 124.

### SHEKOU, SHENZHEN

- ◆ **TRU Japan has switched shipping point of southern China from Yantian to Shekou for both CFS and FCL shipment.** Therefore, vendors have to book and mention in your shipping documents that the shipping point is Shekou.
- ◆ **TRU Australia and Japan CFS shipment**, vendor should deliver goods to DHL warehouse in **QianHaiWan, Western Shenzhen** if the goods are made in southern part of China, country code “SHE” on our purchase order.

### HONG KONG

- ◆ Regarding the shipment ex Hong Kong, TRU Japan changed the forwarder from DHL HK to Kintetsu World Express HK Ltd (KWE HK). **If the shipping point on Purchase Order is Hong Kong**, please contact KWE HK, not DHL HK. For booking, please see KWE HK contact list attached in SECTION 8 ADDRESS & CONTACT INFORMATION.

## **NORTHERN PART OF CHINA**

- ◆ Other than Yantian, you can also deliver goods to various ports located in northern parts of China. The ports are:  
Dalian, Fuzhou, Huangpu, Ningbo, Qingdao, Shanghai, Xiamen and Xingang.
- ◆ For minimum acceptable load per container, please refer to page 59. If you have further questions, please contact the respective department at APLL.
- ◆ If you are shipping goods to TRU UK & TRU Canada from origin other than Yantian or Shanghai, vendor must ship FCL or vendor will be liable to pay the freight difference.



## DOCUMENTATION REQUIRED BY DHL

The following documents are to be prepared by you and delivered complete to DHL when you sign the shipping order. DHL will not sign the shipping order without these documents in hand.

COUNTRY DOCUMENT	U.S.A. & TOYS RUS.COM	CANADA	TRU GLOBAL IMPORTS BV	FRANCE	GERMANY	U.K.	SPAIN	AUSTRALIA	JAPAN
	original copy	original copy	original electronic copy copy	original copy	original copy	original copy	original copy	original copy	original copy
COMMERCIAL INVOICE	1 0	1 0	0 1	1 1	1 2	1 2	1 3	1 0	1 0
PACKING LIST	1 0	1 0	0 1	1 1	1 2	1 2	2 2	1 0	1 0
COMMERCIAL INVOICE/PACKING LIST (Combined on one document)	1 0	N/A	0 1	1 1	1 2	1 2	2 3	N/A	N/A
CERTIFICATE OF COMPLIANCE - Regular items - For retest items Or LETTER OF EXEMPTION (for Intl countries only )	0 1 0 1	0 1	0 1	0 2	0 1	0 1	0 1	0 1	0 1
FORM A / EXPORTER STATEMENT (where applicable)	N/A	1 0	1 1	1 1	1 2	1 2	1 2	N/A	N/A
CERTIFICATE OF ORIGIN or CERTIFICATE OF ORIGIN – without transit / with transshipment (where applicable)	N/A	N/A	1 1	1 1	1 2	1 2	1 2	N/A	N/A
COPYRIGHT RELEASE LETTER (where applicable)	N/A	N/A	0 1	0 2	0 3	N/A	N/A	0 3	0 2
INTERIM FOOTWEAR INVOICE (where applicable)	1 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

COUNTRY \ DOCUMENT	U.S.A. & TOYS RUS.COM	CANADA	TRU GLOBAL IMPORTS BV	FRANCE	GERMANY	U.K.	SPAIN	AUSTRALIA	JAPAN
	original copy	original copy	original electronic copy	original copy	original copy	original copy	original copy	original copy	original copy
IMPACT RESISTANCE TEST REPORT (sunglasses only)	0 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GLOBAL SECURITY VERIFICATION (GSV) CERTIFICATE	0 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CUSTOMS INVOICE	N/A	1 0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
EXPORT QUOTA LICENSE (where applicable)	N/A	N/A	N/A	N/A	1 2	N/A	1 4	N/A	N/A
FUMIGATION CERTIFICATE (where applicable)	0 3	0 1	1 2	1 2	1 2	1 2	1 2	1 3	N/A
FCL/LCL PACKING DECLARATION	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1 0	N/A
PLASTIC WRAPPED DECLARATION (where applicable)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1 3	N/A
CERTIFICATION OF NO FORCED OR INDENTURED CHILD LABOR	1 0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GENERAL CONFORMITY CERTIFICATE FOR CONSUMER PRODUCTS SAFETY IMPROVEMENT ACT (GCC)	0 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
COUNTRY OF ORIGIN FORM B255E (where applicable)	N/A	1 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A

- ◆ For countries (except TRU Global Imports BV) that require Form A - **failure to submit an original Form A to DHL on or before the cargo delivery date will result in a chargeback of duty if the item is dutiable. For TRU Global Imports BV, shipment cannot be made until receipt of Form A.**
- ◆ For shipment to **Australia** – both Fumigation Certificate and Plastic Wrapped Declaration are required for shipping wooden / timber products.
- ◆ For Form A for shipment to Japan, you don't need submit Form A for all products from all origins of shipment.

## FACTORY LOADS - only permitted to CANADA & ALL OTHER INT'L COUNTRIES

- ◆ Factory loads are only allowed for vendors who calculated their FOB prices on CY/CY and not on CFS/CFS basis.
- ◆ If you have enough cargo to load full containers (FCL), you should contact DHL. DHL will arrange for container(s) with steamship companies.
- ◆ All delivery, THC (Terminal Handling Charge) or ORC (Origin Receiving Charge) charges are for your account.
- ◆ You **must** submit a complete set of documents to include invoice, packing list and COC (or LOE) etc. to DHL before they release the container(s) to you.
- ◆ You then will be able to pick up a shipping order that is available at DHL's office.
- ◆ Minimum acceptable loads per container are as follows (except for Canada – please see the special note for Canada on page 61)

20' container	28 CBM (for Germany and Australia* and Japan*) (* Please see the special note for Australia and Japan on page 60)
Regular 40' container	58 CBM
Reefer	58 CBM
Jumbo 40' container	68 CBM
45' container	78 CBM (not applicable for Asian countries and Germany DC-33)
- ◆ Vendor who performs bad loadability (i.e. the actual volume being loaded in the container is less than the minimum acceptable loads as stated above), will result in a chargeback by the destination countries.
- ◆ The destination country will charge you the freight difference between the actual loading volume versus the minimum acceptable loads. For shipments to Europe, the chargeback is US\$53.00 per CBM. For shipment to Australia, the chargeback is US\$70 per CBM. For other countries, the chargeback varies, and it will depend on the most current freight rates at the time of shipping.
- ◆ You should inspect, clean and remove all foreign material from containers prior to loading. Also make sure to remove any envelopes / placards taped to the interior walls or doors of the container.
- ◆ Load complete order quantities of an item in the same container.
- ◆ Overflow quantities should be delivered to DHL as CFS cargo. You must advise DHL to ship the overflow cargo on the same vessel.
- ◆ For TRU Canada: Overflow quantities should be delivered to DHL as CFS cargo. This option is only available for Yantian and Shanghai shipments.
- ◆ Do **not** short-ship an item because the complete quantity is more than a container load, unless prior approval is given by APLL.
- ◆ Each purchase order shipped is to be invoice separately even when two or more orders are shipped in the same container.
- ◆ As with all of our orders, all items must be shipped complete. Contact APLL for instructions if it is impossible to ship full quantity of an item.
- ◆ You should arrange to pick up containers at least 7 days before cancel date.

**IMPORTANT** – Load one carton of each item shipped in the container at the rear door of each container for Customs inspection. If you do not comply with the above requirements, APLL will advise DHL not to release any containers to you in the future.

**Special Note for Australia:**

- Vendor will be charged US\$300 on approval of factory load for 20' container for orders raised on CFS basis.

**Special Note for Japan:**

TRU JAPAN will accept FCL if a cargo hits the following volume when forwarder receives booking from vendors.

20 CBM - 28 CBM: 20' container

50 CBM - 58 CBM: 40' STD

59 CBM - 68 CBM: 40H

Forwarder will release an appropriate container according to the cargo volume if vendors guarantee to stuff the above maximum loadability plus 1 – 1.5 CBM with their own responsibility. (Ex. 29.5 CBM, 59.5 CBM, 69.5 CBM)

**Special note for France:**

- For custom control, one carton of each reference (item) must be placed at opening door of the container – In case of failure to this rule a penalty of 200 USD will be applied.
- If you are going to ship a 20' container to **TRU FRANCE** ex Yantian, please contact Josephine Ho at APL Logistics for re-confirmation from TRU France Imports before submit FCL booking to DHL

**Special note for TRU GLOBAL IMPORTS BV:**

Orders will be planned for factory load shipment. Other consolidation via CFS will be exception based and require approval by TRU Global Import.

**Special Note for Canada:**

**New minimum acceptable loads per container are as follows of Factory Load for Canada :**

20' container - not allowed  
Regular 40' container – 59 CBM  
Reefer Dry container – 59 CBM  
Jumbo 40' container – 69 CBM  
45' container – 79 CBM  
48' container – not applicable

When a factory contacts DHL to book a container they will provide a computer generated load plan upon request showing how the container can be loaded to achieve the above requirements. It is the vendor's responsibility to load to maximum container capacity.

If you have any questions about the load plan software please contact **DHL ISC Hong Kong Ltd:**

1. **Zoe Tsang**, Account Manager, Operations Tel: + 852 2976 3048 email: [zoe.tsang@dhl.com](mailto:zoe.tsang@dhl.com) or
2. **Jack Tsui**, Senior Logistics Officer, Operations Tel: 852 2976 3622 email: [jack.tsui@dhl.com](mailto:jack.tsui@dhl.com)

Reefer Dry containers represent a significant savings for TRU Canada. Factory load vendors who meet the minimum load requirements of 59 CBM and refuse to accept an available reefer for loading, will be charged the freight differential of \$250.00

When shipping from any origin other than Yantian or Shanghai, vendor must ship FCL or vendor pays freight difference. It is the vendor's responsibility to ensure that they ship the minimum acceptable factory load CBM's as shown below

All factory loads in one ship window must be booked with DHL at the same time.

## AIR FREIGHT SHIPMENT

- ◆ PO must be approved by TRU planner to ship air.
- ◆ Once approved, please contact Joyce Moy for airfreight forwarder details.
- ◆ Please note that TRU uses multiple air freight forwarders. They will be chosen by TRU Logistics on a shipment by shipment basis and reflected on your 850 EDI transmission.
- ◆ Once air freight forwarder information is provided, you may contact the forwarder to make a booking.
- ◆ Cargo should be delivered in full quantity within the ship window.
- ◆ Nine (9) full sets of document must be submitted before delivering cargo to the air freight forwarder as total quantity per item is being split into nine (9) DC's.
- ◆ Documents to be submitted are:
  - Commercial invoice – DC name and # must be listed
  - Packing list
  - SWPM statement
  - Certificate of compliance issued by TRU Nominated laboratories.
  - Copy of GSV Certificate issued by Intertek

If you have any further questions, please contact Joyce Moy at APLL.

For air freight shipments to **International** countries, it is important for you to contact the respective department at APLL for airfreight instruction.

## SHIPMENT FROM AUSTRALIA TO TOYS “R” US, INTERNATIONAL

For shipments from Australia to **EUROPE**, procedures are the same as shipping from other Orient countries, except that the consolidator will be Fritz Fliway Pty. Ltd. For details, please contact Mandy Lo at APLL.

Contact information for Fritz Fliway is as follows:

### Sydney

Fritz Fliway Pty. Ltd.

The Lakes Business Park,  
13 Lord Street, Units 1 & 2,  
Botany, NSW 2019,  
Australia

Phone : (2) 9394 0200

Fax: (2) 9394 0222

Contact : Paul Arnold – OCN Manager  
David Preston – Branch Manager

### Melbourne

Fritz Fliway Pty. Ltd.

AFCAB Complex, Room 132,  
Melbourne Airport Tullamarine,  
Victoria 3045,  
Australia

Phone : (3) 9267 8700

Fax: (3) 9267 8733

Contact : Rachael Healey – Forwarding Manager  
Paul Wensor – Branch / Regional Manager

## 2014 SHIPPING WINDOWS - YANTIAN origin

### USA

Earliest Delivery Date	Latest Delivery Date	ETA WEEK
1/5/2014	1/11/2014	4
1/12/2014	1/18/2014	5
1/19/2014	1/25/2014	6
1/26/2014	2/1/2014	7
2/2/2014	2/8/2014	*8
2/9/2014	2/15/2014	9
2/16/2014	2/22/2014	10
2/23/2014	3/1/2014	11
3/2/2014	3/8/2014	12
3/9/2014	3/15/2014	13
3/16/2014	3/22/2014	14
3/23/2014	3/29/2014	15
3/30/2014	4/5/2014	16
4/6/2014	4/12/2014	17
4/13/2014	4/19/2014	18
4/20/2014	4/26/2014	19
4/27/2014	5/3/2014	20
5/4/2014	5/10/2014	21
5/11/2014	5/17/2014	22
5/18/2014	5/24/2014	23
5/25/2014	5/31/2014	24
6/1/2014	6/7/2014	25
6/8/2014	6/14/2014	26
6/15/2014	6/21/2014	27
6/22/2014	6/28/2014	28
6/29/2014	7/5/2014	29

Earliest Delivery Date	Latest Delivery Date	ETA WEEK
7/6/2014	7/12/2014	30
7/13/2014	7/19/2014	31
7/20/2014	7/26/2014	32
7/27/2014	8/2/2014	33
8/3/2014	8/9/2014	34
8/10/2014	8/16/2014	35
8/17/2014	8/23/2014	36
8/24/2014	8/30/2014	37
8/31/2014	9/6/2014	38
9/7/2014	9/13/2014	39
9/14/2014	9/20/2014	40
9/21/2014	9/27/2014	41
9/28/2014	10/4/2014	*42
10/5/2014	10/11/2014	43
10/12/2014	10/18/2014	44
10/19/2014	10/25/2014	45
10/26/2014	11/1/2014	46
11/2/2014	11/8/2014	47
11/9/2014	11/15/2014	48
11/16/2014	11/22/2014	49
11/23/2014	11/29/2014	50
11/30/2014	12/6/2014	51
12/7/2014	12/13/2014	52
12/14/2014	12/20/2014	*1
12/21/2014	12/27/2014	*2
12/28/2014	1/3/2015	*3

- \*\*Week 8 – Shipping Window is closed due to Chinese New Year  
 \*\*Week 42 – Shipping Window is closed due to National Day in China  
 \*\*Week 1-3 – Shipping Window is the 1<sup>st</sup> – 3<sup>rd</sup> ETA week of Year 2015



## 2014 SHIPPING WINDOWS – CANADA

Week	Earliest Delivery Dates	Latest Delivery Dates
2	1/8/2014	1/14/2014
3	1/15/2014	1/21/2014
4	1/22/2014	1/28/2014
5	1/29/2014	2/4/2014
6	2/5/2014	2/11/2014
7	2/12/2014	2/18/2014
8	2/19/2014	2/25/2014
9	2/26/2014	3/4/2014
10	3/5/2014	3/11/2014
11	3/12/2014	3/18/2014
12	3/19/2014	3/25/2014
13	3/26/2014	4/1/2014
14	4/2/2014	4/8/2014
15	4/9/2014	4/15/2014
16	4/16/2014	4/22/2014
17	4/23/2014	4/29/2014
18	4/30/2014	5/6/2014
19	5/7/2014	5/16/2014
20	5/14/2014	5/20/2014
21	5/21/2014	5/27/2014
22	5/28/2014	6/3/2014
23	6/4/2014	6/10/2014
24	6/11/2014	6/17/2014
25	6/18/2014	6/24/2014
26	6/25/2014	7/1/2014
27	7/2/2014	7/8/2014

Week	Earliest Delivery Dates	Latest Delivery Dates
28	7/9/2014	7/15/2014
29	7/16/2014	7/22/2014
30	7/23/2014	7/29/2014
31	7/30/2014	8/5/2014
32	8/6/2014	8/12/2014
33	8/13/2014	8/19/2014
34	8/20/2014	8/26/2014
35	8/27/2014	9/2/2014
36	9/3/2014	9/9/2014
37	9/10/2014	9/16/2014
38	9/17/2014	9/23/2014
39	9/24/2014	9/30/2014
40	10/1/2014	10/7/2014
41	10/8/2014	10/14/2014
42	10/15/2014	10/21/2014
43	10/22/2014	10/28/2014
44	10/29/2014	11/4/2014
45	11/5/2014	11/11/2014
46	11/12/2014	11/18/2014
47	11/19/2014	11/25/2014
48	11/26/2014	12/2/2014
49	12/3/2014	12/9/2014
50	12/10/2014	12/16/2014
51	12/17/14	12/23/2014
52	12/24/2014	12/30/2014
1	12/31/2014	1/6/2015

\*\*Week 5 - shipping window are blocked due to Chinese New Year

\*\*Week 40 - shipping window is blocked due to National Day in China

\*\*Week 49 & 50 - shipping window are blocked for Inventory Control in Canada

## 2014 SHIPPING WINDOWS – TRU GLOBAL IMPORTS BV / AUSTRALIA / JAPAN / FRANCE / GERMANY / SPAIN

Week	Earliest Delivery Dates	Latest Delivery Dates
2	1/5/2014	1/11/2014
3	1/12/2014	1/18/2014
4	1/19/2014	1/25/2014
5	1/26/2014	2/1/2014
6	2/2/2014	2/8/2014
7	2/9/2014	2/15/2014
8	2/16/2014	2/22/2014
9	2/23/2014	3/1/2014
10	3/2/2014	3/8/2014
11	3/9/2014	3/15/2014
12	3/16/2014	3/22/2014
13	3/23/2014	3/29/2014
14	3/30/2014	4/5/2014
15	4/6/2014	4/12/2014
16	4/13/2014	4/19/2014
17	4/20/2014	4/26/2014
18	4/27/2014	5/3/2014
19	5/4/2014	5/10/2014
20	5/11/2014	5/17/2014
21	5/18/2014	5/24/2014
22	5/25/2014	5/31/2014
23	6/1/2014	6/7/2014
24	6/8/2014	6/14/2014
25	6/15/2014	6/21/2014
26	6/22/2014	6/28/2014
27	6/29/2014	7/5/2014

Week	Earliest Delivery Dates	Latest Delivery Dates
28	7/6/2014	7/12/2014
29	7/13/2014	7/19/2014
30	7/20/2014	7/26/2014
31	7/27/2014	8/2/2014
32	8/3/2014	8/9/2014
33	8/10/2014	8/16/2014
34	8/17/2014	8/23/2014
35	8/24/2014	8/30/2014
36	8/31/2014	9/6/2014
37	9/7/2014	9/13/2014
38	9/14/2014	9/20/2014
39	9/21/2014	9/27/2014
40	9/28/2014	10/4/2014
41	10/5/2014	10/11/2014
42	10/12/2014	10/18/2014
43	10/19/2014	10/25/2014
44	10/26/2014	11/1/2014
45	11/2/2014	11/8/2014
46	11/9/2014	11/15/2014
47	11/16/2014	11/22/2014
48	11/23/2014	11/29/2014
49	11/30/2014	12/6/2014
50	12/7/2014	12/13/2014
51	12/14/2014	12/20/2014
52	12/21/2014	12/27/2014
1	12/28/2014	1/3/2015

\*\*Week 6 - shipping window is blocked due to Chinese New Year  
 \*\*Week 40 - shipping window is blocked due to National Day in China

## 2014 SHIPPING WINDOWS – TRU UK

Week	Earliest Delivery Dates	Latest Delivery Dates
6-7	2/2/2014	2/15/2014
8-9	2/16/2014	3/1/2014
10-11	3/2/2014	3/15/2014
12-13	3/16/2014	3/29/2014
14-15	3/30/2014	4/12/2014
16-17	4/13/2014	4/26/2014
*18	4/27/2014	5/3/2014
19-20	5/4/2014	5/17/2014
21-22	5/18/2014	5/31/2014
23-24	6/1/2014	6/14/2014
25-26	6/15/2014	6/28/2014
27-28	6/29/2014	7/12/2014
29-30	7/13/2014	7/26/2014
*31	7/27/2014	8/2/2014
32-33	8/3/2014	8/16/2014
34-35	8/17/2014	8/30/2014
36-37	8/31/2014	9/13/2014
38-39	9/14/2014	9/27/2014
40-41	9/28/2014	10/11/2014
42-43	10/12/2014	10/25/2014
*44	10/26/2014	11/1/2014
45-46	11/2/2014	11/15/2014
47-78	11/16/2014	11/29/2014
49-50	11/30/2014	12/13/2014
51-52	12/14/2014	12/27/2014
1-2	12/28/2014	1/10/2015
3-4	1/11/2015	1/24/2015
*05	1/25/2015	1/31/2015

\*\*7 days for specified window

## SECTION 5 DOCUMENTATION

Following are the detail information that required on each of the documents. All documentation must conform to the requirements listed in this section.

### U.S.A.

- 1) COMMERCIAL INVOICE (covering one purchase order)\*
  - a) Invoice number and date
  - b) Port of Delivery
  - c) Port of Discharge
  - d) Toys R Us- Delaware, Inc. DBA Toys R Us name and address
  - e) Purchase order number
  - f) Country of origin
  - g) Terms of payment
  - h) Export carton marking (see Carton Markings section on page 95)
  - i) Item number, style number and **complete** description of each item \*
  - j) Total pieces of each Item number
  - k) HTS number per Item number
  - l) Manufacturer name and address per Item number
  - m) Unit FOB price of each Item number in US Dollars
  - n) Extended unit price of each Item number in US Dollars (i.e. Total quantity x Unit price = Total FOB Value per Item number)
  - o) Total FOB in US Dollars
  - p) Applicable deductions (e.g. less 6.2%) – Note that **type** of allowances / deductions should not be shown on the invoice.
  - q) Total value of invoice (after deductions)
  - r) Total value of invoice typed in capital letters in printed words (not numbers)
  - s) Declaration for “No Solid Wood Packing Material” (refer to page 19 for details)
  - t) Your company name with authorized signature

Note: Please make sure to include the manufacturer’s (factory) name and address on the commercial invoice. This information will be used to create the Manufacturer’s Identification (MID) code that is required on the US Customs entry document.

\* U.S. Customs regulations dictate that the commercial invoices clearly and completely define the transaction. Information contained on the invoice and supporting document must be accurate.

Invoices must contain sufficient information to enable the Customs Service to examine, release, appraise and classify the merchandise.

**Commercial invoices must be in English.**

**ANY DELAYS CAUSED BY INACCURATE, OR INCOMPLETE INFORMATION, WOULD RESULT IN SOME TYPE OF CHARGEBACK TO YOUR ACCOUNT.**

A complete, detailed description will include the name by which the item is known (trade or retail name), number under which it is sold in the country of origin (style number [manufacturer number]), and the marks and numbers of the package in which it is packed (carton marks). The description must also include what the item is, how it operates (battery-operated, wind-up, etc.), what material(s) it is made of. If the item is a set, the individual components need to be listed. Where the components would be classified under different tariff classifications if sold separately, a value breakdown is required.

Descriptions of textile items and articles of clothing must state material components (cotton, polyester), type of material (knit, woven), and exactly how the item is constructed.

**Please make sure that the invoice you submit to our consolidator or for payment negotiation must be typed on your company's letterhead, and must reflect the same FOB price indicated on our purchase order. Invoice under your manufacturer's letterhead showing ex-factory price is not acceptable.**

**Effective immediately, a new penalty system is applied to all vendors who make any errors on their commercial invoice. The penalty is on a per invoice basis. You will be charged for US\$250.00 per invoice on any discrepancies found. Please ensure that all information on your invoice is correctly typed before you submit to our consolidator or for payment negotiation.**

You can combine Invoice and Packing List on one document (refer to specimen page 136)

2) PACKING LIST

- a) Invoice number and date
- b) Port of Delivery
- c) Port of Discharge
- d) Consignee
- e) Purchase order number
- f) Item number
- g) Item number brief description
- h) Carton numbers of each Item number
- i) Total number of pieces in each carton\*
- j) Total number of pieces per Item number
- k) Total number of cartons and pieces
- l) Grand total of cartons and pieces
- m) Gross weight per export carton in **pounds**
- n) Total gross weight of shipment in **pounds**
- o) Carton dimension in **inches** (length x width x height)
- p) **Cubic feet** per carton
- q) Total measurement per shipment in **cubic feet**

- r) Export carton marking (see Carton Markings section on page 95)
- s) Declaration for “No Solid Wood Packing Material” (refer to page 19 for details)
- t) Your company name with authorized signature

\* All cartons must be of equal pack and must conform to the carton pack listed on purchase order. In the event the packing is changed, notify Toys R Us and APLL at once.

### 3) CARGO RECEIPT - This will be issued by DHL.

### 4) COPYRIGHT OR PATENT RELEASE LETTER

For any item under copyright or patent protection, a letter is required authorizing the same for distribution. Do **not** ship without copyright release, if applicable.

Please submit one copyright release letter covering each item to APLL when you receive order to ship that item that time, so APLL can keep it on file. APLL Hong Kong will advise DHL once we have received copyright release letter from you.

Once a copyright release letter is submitted, it is good till the expiry date. A new copyright release letter is only required to be submitted unless the old one expires. Please make sure to renew your copyright release letter before expiry date. Please write Item number, style number, and your company name on each copyright release letter.

It is **not necessary** to submit copyright release letter to our consolidator, DHL. Also **do not** submit copyright release letter with your document package for payment purpose, once you have submitted one copyright release letter covering that particular item number to APLL.

### 5) CERTIFICATE OF COMPLIANCE (COC)

A Certificate of Compliance issued by A Toys”R”Us approved 3<sup>rd</sup> party laboratory. See Toys”R”Us Inc. Global Product Safety, Quality Testing Manual.

### 6) FCC LICENSED TRANSMITTING ITEMS

Special requirements for Radio Control Toys, Walkie Talkies, etc.

- a) When shipping Walkie Talkies or any other transmitting apparatus, your invoice should indicate the original trade name, model number, and maker the FCC license was issued to. Following are the most frequently cited HTS numbers where FCC documentation is required.

<u>Tariff No.</u>	<u>Product Description</u>
8423.10.0010	DIGITAL ELECT PERS WEIGH M

8423.81.0010	CTN SCAL, DIG,MAX WT NT O/
8423.82.0010	WEIGH MACH,DIGITAL ELC,30-
8443.31.0000	MACHINES PERFORM 2 OR MORE
8443.32.1010	LASER, PRINT >20 PAGES PER
8443.32.1020	PRINTER UNITS, LASER, OTHE
8443.32.1030	PRINTER UNITS, LIGHT BAR E
8443.32.1040	PRINTER UNITS, INK JET
8443.32.1050	PRINTER UNITS,THERMAL TRAN
8443.32.1060	PRINTER UNITS, IONGRAPHIC
8443.32.1070	PRINTER UNITS, DAISY WHEEL
8443.32.1080	PRINTER UNITS, DOT MATRIX
8443.32.1090	PRINTER UNITS, LASER, OTHE
8443.32.5000	PRINTER UNITS, OTHER
8443.39.1000	COPYING MACHINES,DIRECT PR
8443.39.2000	COPYING MACH'NES,INDIRECT
8443.39.3000	OTH PHOTO APPARATUS,OPTICA
8443.39.4000	OTHER PHOTOCOPYING,CONTACT
8443.39.5000	THERMOCOPYING APPARATUS
8443.39.6000	COPYING MACHINES, OTHER
8443.39.9000	COPYING MACHINES, OTHER,OT
8443.99.1000	PRINT MACHINE, OTH, ACCESS
8470.10.0040	ELEC CALC, DISPLAY ONLY
8470.10.0060	ELEC CALC,W/OUT EXTER POWE
8470.21.0000	ELEC CALC MACH,INCOR PRINT
8470.29.0000	ELEC CALCULATING MACH, OTH
8470.30.0000	CALCULATING MACHINES, OTHE
8470.50.0020	CASH REGISTERS, POINT-OF-S
8470.50.0060	CASH REGISTERS, OTHER
8470.90.0190	MACH INCORP A CALC DEVICE,
8471.50.0110	DGTPRCSS UNT CRT,847141/49
8471.50.0150	DGTPRCSS UNT NO CRT,847141/49,
8471.60.1010	CMBND IN/OUTPUT UNTS,WITH CRT
8471.60.1050	CMBND IN/OUTPUT UNTS,W/OUT
8471.60.2000	KEYBOARD,NT COMBO IN/OUTPUTUT
8471.60.7000	SUITABLE FOR PHYS INCORP A
8471.60.8000	OPTICAL SCAN & MAGNET INK
8471.60.9030	CARDKEY/MAGNET MEDIA ENTRY
8471.60.9050	OTHER UNITS NSPF,N/OUTPT DEVIC
8471.70.1000	MAG DISK DRV,DISC>21CM,SEP
8471.70.2000	MAG DSK DRV,DISC>21,INC TO
8471.70.3000	MAGNT DISK DRV, DISC> 21CM
8471.70.4035	FLEX MAGNET DISC DR,NO CAB/POW

8471.70.4065	HARD MAGNET DISC DR,NO CAB/POW
8471.70.4095	OTHR MAGNET DISC DR,NO CAB
8471.70.5035	FLEX MAGNET DISC DR UNITS,
8471.70.5065	HARD MAGNET DISC DR UNITS,
8471.70.5095	OTHR MAGNET DISC DR UNITS,
8471.70.6000	OTH STOR UNIT NOT FOR TABL ETC
8471.70.9000	OTHER STORAGE UNITS, NSPF
8471.80.1000	OTHER CONTROL & ADAPTER UNITS
8471.80.4000	OTH UNIT TO BE INC TO ADP
8471.80.9000	OTH UNIT TO BE INC TO ADP MACH
8471.90.0000	OTH AUTO DATA PRC MCH/UNT,NSPF
8472.10.0000	DUPLICATING MACHINES
8473.30.1140	MCH PRT F/8471,N/CATH,MEM
8473.30.1180	MCH PRT F/8471,N/CATH,CRAS
8519.81.1000	SOUND RECORD,TRANSCRIBE MA
8519.81.2000	CASSETTE TYP UNIT F/AUTO I
8519.81.2500	CASSETTE TYPE UNITS, OTHER
8519.81.3010	OPTICAL DISC PLAYERS INCL
8519.81.3020	SOUND RECORDING, OTHER, OT
8519.81.4010	MICROCASSETTE RECORDER W/R
8519.81.4020	MAG RECRDS, OPTICAL DISK R
8519.81.4050	MAGNET TAPE & SOUND RECRDS
8519.89.1000	RECORD PLAYERS W/O LOUDSPR
8519.89.2000	RECORD PLAYERS, OTHER, NSP
8519.89.3000	SOUND REPRODING EQUIP, OT
8521.10.3000	VIDEO RECORDER,NOT RECORD,
8521.10.6000	VIDEO RECORD, COLOR ETC, O
8521.10.9000	VIDEO RECORDER,MAGNET TYPE
8521.90.0000	VIDEO RECORDING ETC, OTHER
8522.10.0000	PICKUP CARTRIDGES
8525.50.1000	TV TRANS AP,SET TP W/COM F
8525.50.3015	MACH REC SATLITE TELVSNSIGNALS
8525.50.3035	CONVERTER,DECODER,PREAMPS
8525.50.3040	TELEVISION TRANSMIS EQUIP,
8525.50.7010	TRANSMISSION APPRT:TRANSMIT
8525.50.7050	TRANSMISN APPARATUS,RADIO,
8525.80.4000	DIGITAL STILL IMAGE VIDEO C
8525.80.5010	CAMCORDERS, 8 MM
8525.80.5020	CAMCORDERS, NOT 8MM
8525.80.5050	STILL IMAGE VIDEO CAMERAS,OTHR
8526.10.0020	RADAR EQUIP, FOR BOATS & SHIPS
8526.10.0040	RADAR APPARATUS, OTHER



8526.91.0020	RADIO NAVIGA AID RECEPTION EQU
8526.91.0040	RADIO NAVIGA AID EQUIP, OTHER
8526.92.0000	RADIO REMOTE CONTROL APPAR
8527.12.0000	POCKET-SIZE RADIO CASSETTE
8527.13.1100	RDIOBRDCT RC'VRS W/NREC,W/
8527.13.2015	RAD-CASSETTE COMBO,CASSETT
8527.13.2025	RAD-CASSETTE TAPE COMBO, OTHER
8527.13.4000	RADIO-PHONOGRAPH COMBINATI
8527.13.6040	RAD BRD RC,W/SND AP,OPT DSC-CD
8527.13.6080	RADIO BROAD REC,W/SOUND AP
8527.19.1000	RADIO BROAD REC,W/CLOCK/TI
8527.19.5010	RADIO BROAD REC,FM OR AM/F
8527.19.5025	RADIO BROAD RECEIVERS, OTH
8527.21.1010	RAD/CASS PLYRS,OPTICAL DIS
8527.21.1025	RADIO-TAPE PLAYERS, OTHER
8527.21.4040	RDIO BRD REC,OTH,OPTICL DS
8527.21.4080	RADIO BROAD REC,OTHER, REC
8527.29.4000	RADIO BROAD REC,FM/AM ONLY
8527.29.8000	RADIO BROAD REC, OTHER
8527.91.0500	ART F/CONN TELEGRAPHIC/PHO
8527.91.4000	COMBO,TAPE PLAY, INCAPE OF
8527.91.5000	RAD-TAPE PLAYER, ETC, OTHE
8527.91.6040	RAD BROAD REC,INC OPTICAL
8527.91.6080	RAD BROAD REC W/SOUND REC
8527.92.1000	RDIOBCST REC,W/O RECOR,W/D
8527.92.5000	RADIOBCST REC,OTH,W/O RECO
8527.99.1000	INF. NURS. MON. SYS., INCL
8527.99.2010	CB RECEIVERS NOT OVER 30 M
8527.99.2020	RADTLEPHC REC ETC,FRQ30<X=
8527.99.2030	RDO PAG REC,OTH,O/400MHZ
8527.99.5020	RAD BROD REC OTH, ETC, W/O
8527.99.5040	RAD BROAD REC,OTHER,NSPF
8528.12.7201	FLAT PANEL SCREEN,TV,N/VID
8528.13.0005	B/W TV RECV,COMB W/RECR,<=
8528.13.0010	B/W TV RECEIVER W/VIDRECRD
8528.13.0020	B/W TV RECEV,W/PICT,N/OV 1
8528.13.0025	B/WTV RECEIVER,W/TB,O/17,N
8528.13.0030	B/W TV RECEV,W/PICT,22<X=<
8528.13.0035	B/W TV RECEV,W/PICT,26<X=<
8528.13.0040	B/W TV RECEV,W/PICT,33<X=<
8528.13.0045	B/W TV RECEV,W/PICT,45<X=<
8528.13.0050	B/W TV RECEV,W/PICT,OVER 4

8528.13.0075	B/W TV RECEIVERS,OTHER
8528.21.7001	FLAT PANEL SCRN,VDMN,N/VID
8528.41.0000	CATH-RAY MONITORS, UNDER 8
8528.49.0500	INCMPLT VID MON W/VIDEO RE
8528.49.1000	INCMPLT VID MON, NO VID RE
8528.49.1500	VID MON,VID DIS,DIAG<=34.2
8528.49.2000	VID MON,DIS,DIAG<=33.02CM,
8528.49.2500	VID MON,N/RECRD,DIAG<=34.2
8528.49.3000	VID MON,N/RECRD,DIAG>33.02CM
8528.49.3500	VID MON,VID DIS,DIAG>35.56
8528.49.4000	VID MON,N/RECRD,DIAG>35.56
8528.49.4500	N/HI,PR,VD MN CTD/TV/VDEO
8528.49.5000	N/HI,PRJ W/CTHD/N/VDRCRD,V
8528.49.6000	HI,N/PR,VD MN CTD/TV/VDEO
8528.49.6500	HI,N/PRJ W/CTHD/N/VDRCRD,V
8528.49.7000	HI,PR,VD MN CTD/TV/VDEO RC
8528.49.7500	HI,PRJ W/CTHD/N/VDRCRD,VDM
8528.49.8000	VID MN,BLACK/WHITE OR OTH
8528.51.0000	OTHER MONITORS, AUTO DATA
8528.59.0500	INCMPLT VID MON W/VIDEO RE
8528.59.1000	INCMPLT VID MON, NO VID RE
8528.59.1500	VIDMON,C,FLTSCRN,DI<=34.29
8528.59.2000	VIDMN,COLOR,FLTSCRN,REC/RE
8528.59.2500	VIDMN,COLR,VDEO DSPLY<=34.
8528.59.3010	FLTPNL SCRN, VDMN,N/VRCD,PLSMA
8528.59.3050	FLTPNL SCRN, LCD TYPE,DIR
8528.59.3070	FLTPNL SCRN, VDMN,N/VRCD,O
8528.59.3500	VIDEO MONITR,INC.VIDEO RCR
8528.59.4000	VDEO MONITR,VID REC/RPR,OT
8528.59.4500	VDEO MONTR,OTH,VID.DISP<=3
8528.59.5000	VID MN,OTHER,NO VIDEO REC.
8528.59.6000	VID MN,BLACK/WHITE OR OTH
8528.61.0000	PROJECTORS: USED IN DATA P
8528.69.0500	INCMPLT VID PRJ W/VIDEO RE
8528.69.1000	INCMPLT VID PRJ W/VIDEO RE
8528.69.1500	N/HI,CTD/TV/VDEO RCRD,VID
8528.69.2000	N/HI,W/CTHD/N/VDRCRD,VDEO
8528.69.2500	HI,CTD/TV/VDEO RCRD,VID PR
8528.69.3000	HI,W/CTHD/N/VDRCRD,VDEO PR
8528.69.3500	VIDPRJ,C,FLTSCRN,DI<=34.29
8528.69.4000	VDPRJ,COLOR,FLTSCRN,REC/RE
8528.69.4500	VDPRJ,COLR,VDEO DSPLY<=34.

8528.69.5000	FLAT PANEL SCRN,VDPRJ,N/VD
8528.69.5500	VIDEO PRJCTR,VID REC/RPR,OT
8528.69.6000	VIDPRJ,OTHER,NO VIDEO REC.
8528.69.7000	VIDPRJ,BLACK/WHITE OR OTH
8528.71.1000	COL.TV RCV,W/VID REC/RPR A
8528.71.2000	COL.TV,N/VIDEO REC,SET W/C
8528.71.3000	COL.TV,N/VD RC,ASSM USE W/
8528.71.4000	COL.TV,OTHER,NO VIDEO REC.
8528.71.4500	B/W/MONOC;W-W/O OTHER EQU
8528.72.0400	INCMPLT TV RECV W/VIDEO RE
8528.72.0800	INCMPLT TV RECV, NO VID RE
8528.72.1200	VID REC,VID DIS,DIAG<=34.2
8528.72.1600	VID REC,DIS,DIAG<=33.02CM,
8528.72.2000	TE REC,W/VID DIS N/< 34.29
8528.72.2400	TEL REC W/VID DISPLAY,OTHE
8528.72.6200	TV REC,C,FLTSCRN,DI<=34.29
8528.72.6400	TVREC,COLOR,FLTSCRN,REC/RE
8528.72.6800	TVREC,COLR,VDEO DSPLY<=34.
8528.72.7210	FLAT PANEL SCR,TV,N/VR,PLA
8528.72.7250	FLAT PANEL SCR,TV,N/VR,LCD
8528.72.7270	FLAT PANEL SCR,TV,N/VR OTH
8528.72.7600	COL.TV RCVRS,INC.VIDEO RCR
8528.72.8000	COL.TV RCV,W/VID REC/RPR,O
8528.72.8400	COL.TV RCV,OTH,VID.DISP<=3
8528.72.9700	COL.TV,OTHER,NO VIDEO REC.
8528.73.0000	B/W/MONOC;W-W/O OTHER EQU
8529.10.2020	TV ANTENAS: RECEIVING ONLY
8529.10.2050	TV ANTENNAS, OTHER
8529.10.2090	ANTENA REFLECTERS/PARTS, O
8529.10.4080	PARTS...RADR/RADIO NV/REMO
8530.10.0000	ELEC SIGN EQU F/RAILWAYS,
8530.80.0000	ELEC SIGN EQU F/SAFTEY ETC
8531.10.0015	SMOKE DETECTORS, BATTERY P
8531.10.0025	SMOKE DETECT,OTH THN BATT
8531.10.0035	BURGLAR ALARMS,OTH THN 851
8531.10.0045	BURGLAR/FIRE ALARMS ETC, O
8531.20.0020	INDICATOR PANEL,W/LCD'S,SIGNAL
8531.20.0040	INDICATOR PANELS INC LIGHT
8531.80.0010	INDICATOR PANELS,INC ELEC
8531.80.0025	INDICATOR PANEL,F/SIGN DEV
8531.80.0030	OTHER APPARATUS, HORNS
8531.80.0040	OTHER SOUND SIGNALING DEVI

8531.80.0050	OTHER OTHER APPARATUS INDI
8536.41.0005	ELEC RELAYS,N/O60V,AUTO SI
8536.41.0020	ELECMECH RELAYS,N/O60V,<10
8536.41.0030	OTHER RELAYS,N/O60V,<10 A
8536.41.0045	OTHER RELAYS,N/O60V,CONTAC
8536.41.0050	OTHER RELAYS,N/O60V,ELECTR
8536.41.0060	OTHER RELAYS,N/O60V,OTHER
8536.49.0050	ELECMECH RELAYS OTH,CONT U
8536.49.0055	RELAY CONT<10A OTH, 60<V<=
8536.49.0065	CONTACTOR,RELAY OTH,60<V<=
8536.49.0075	ELECTROMECH RELAYS,OTH,NSP
8536.49.0080	RELAYS OTHER, NSPF,60<V<=1000
8536.50.4000	MOTOR STARTERS, VOLT NT O/
8536.50.7000	ELEC AC SWITCHES,OPTICALY
8542.32.0001	DYNAM DRAMS NT>128MGB
8542.32.0021	EIC-MIC,DRAM,>256< 512 MGA
8542.32.0022	EIC-MIC,DRAM,>512 <1 GIGAB
8542.32.0023	EIC-MIC,DRAM, OVER 1 GIGAB
8542.32.0040	MEMORIES: SRAM
8542.32.0050	MEMORIES: ELECTRIC ERASE E
8542.32.0060	ERASEABLE EXCEPT ELECT EPR
8542.32.0070	MOS TRAN,OTHER MEMORY
8542.33.0000	AMPLIFIERS
8542.39.0000	INTG CIRCT-MOUNT,OTHER,OTHER
8542.90.0000	PART:ELEC CIRCUIT/MICROASSE
8543.10.0000	PART ACCELERATOR, OTHER
8543.20.0000	SIGNAL GENERATOR NSPF
8543.30.0000	MACH,APPAR:ELECTRO-PLAT,-L
8543.70.2000	PHYS VAPOR DEPOS APPAR,OTH
8543.70.4000	TRANSDUCER;FLIGHT RECORDER
8543.70.6000	ARTICLE:CONNECT TELE NETWO
8543.70.8000	MICROWAVE AMPLIFIERS
8543.70.8500	ELEC.MACH/APPAR.OTH,ELEC.N
8543.70.9200	ELEC MACH,TRANSLATE,FLT,N/
8543.70.9610	AMPLIFIERS NSPF
8543.70.9620	SPECIAL FX PEDALS MUSICL I
8543.70.9650	ELECTRIC MACHINE,APPARTUS
8543.90.1100	ELEC MACH,PARTS,PHYSICAL V
8802.60.3000	SPACE COMMUNICATIONS SATELLITE
9006.10.0000	CAMERAS FOR PREPARING PLAT
9006.40.4000	FIXD FOCUS INSTANT CAMERAS
9006.40.6000	INSTANT CAMERAS:N/FIXED: <

9006.40.9000	INSTANT CAMERAS:N/FIXED: >
9007.11.0040	SILENT <16MM CINE CAMERAS
9007.11.0080	SOUND CAMERAS <16MM OR DBL
9007.19.4000	GYROSTABILIZED CINEMATIC C
9007.19.8040	16 MM CINEMATOGRAPHIC CAME
9007.19.8080	OTHER CINEMATIC CAMERAS,N/
9007.20.2000	SOUND PROJECTOR FOR FILM <
9007.20.4000	OTHER PROJECTORS: FILM < 1
9007.20.6040	16 MM SOUND PROJECTORS
9007.20.6080	OTHER SOUND PROJECTORS: >1
9007.20.8000	PROJECTORS >=16 MM:W/O/SOU
9007.91.4000	PARTS FOR CINE. CAMERAS
9007.91.8000	ACCESSORIES FOR CINE. CAME
9007.92.0000	PARTS&ACCS FOR CINE PROJEC
9008.10.0000	SLIDE PROJECTORS
9008.20.4000	READER/PRINTERS FOR MICROF
9008.20.8000	OTHER MICROFILM FICHE READ
9008.30.0000	OTHER IMAGE PROJECTORS:N/C
9008.40.0000	PHOTO ENLARGERS & REDUCERS
9010.10.0000	AUTO.PHOTO.DEV.EQUIP.
9010.50.1000	CONTACT PRINTERS: PHOTO LA
9010.50.2000	DEVELOPING TANKS:PHOTOGRAP
9010.50.3000	EDITORS&ED/SPLICERS:CINE F
9010.50.4000	OTHR APP W/DESIGNED FOR LE
9010.50.5000	PHOTO VIEW/TIT/SPL/ED W/O/
9010.50.6000	APPARTS/EQUIP FOR PHOT LAB
9011.10.4000	STEREOSCOPC MICROSCOPS W/P
9011.10.8000	OTHER STEREOSCOPIC MICROSC
9011.20.4000	OTHR MICROSCOPE:MICROPHOT
9011.20.8000	OTHR MICROSCOPE:M.PROJECT
9011.80.0000	OTHER MICROSCOPES,COMPOUND
9011.90.0000	PARTS&ACC COMPOUND MICROSC
9012.10.0000	MIRCROSCPE,DIFFRACTN APP:N
9013.20.0000	LASERS, OTHR THAN LASER DI
9013.80.2000	HAND MAGNIFIERS,LOUPS/THRD
9013.80.4000	DOOR VIEWERS (DOOR EYES)
9013.80.7000	FLAT PANEL DISPLS,N/8528,D
9014.10.1000	OPTCL INSTRS DIR FNDNG COM
9014.10.6000	GYROSCOPIC COMPASSES,N/ELE
9014.20.2000	OPTCL INST&APPL:AERO/SPACE
9014.20.4000	AUTOMATIC PILOTS,FOR AEROS
9014.80.1000	OTHR OPTICAL INST. FOR NAV

9014.80.4000	OTHR ELECT NAVIGATN INST&A
9014.90.2040	PARTS&ACC 90142080 CIVIL
9014.90.2080	PARTS&ACC 90142080 OTHER
9014.90.4000	PARTS & ACC 90148050
9031.49.1000	PROFILE PROJECTORS: NSPF
9031.49.4000	COORDINATE MEASURING MACHI
9031.49.7000	OTH INSTRU,INSPCT MASK F/S
9031.49.9000	OTH INSTRUMENTS,APPLIANCES
9031.80.4000	ELCTR N BM MICRO,F/SMCNDCTR
9207.10.0005	MUSIC SYNTHSIZRS,ELEC,U/\$1
9207.10.0010	MUSIC SYNTHSIZRS,EL,\$100/O
9207.10.0045	OTH ELEC INSTR >1 KEYBRD,<
9207.10.0055	OTH ELEC INSTR>1 KEYBRD,>=
9207.10.0060	ELEC HND HELD,1 KEYBRD MUS
9207.10.0065	ELEC INSTRMT,1 KEYBORD,<\$1
9207.10.0075	ELEC MUS INSTR,1 KEYBRD,>=
9504.10.0000	VIDEO GAME USED W/TV REC,PARTS
9504.30.0010	VIDEO GAMES:COIN/TOKEN OPERATD
9504.30.0020	PINBALL MACHINES & BELL:CO
9504.30.0040	OTHR COIN-OP GAMES NSPF

b) A copy of the Grant of Certification issued by FCC (Federal Communication Commission) must be submitted to Toys R Us (attn: Maureen Ford at maureen.ford@toysrus.com). Please write Item number, style number and your company name on each FCC Grant of Certification before submission.

It is **not necessary** to submit FCC Grant of Certification to DHL. Also **do not** submit FCC Grant of Certification with your document package for payment purpose, once you have submitted one copy of such certification covering that particular item to APLL.

If the FCC Grant of Certification is not available, you must submit a copy of the test report issued by the lab who determined that the item meets all FCC requirements.

7) INTERIM FOOTWEAR INVOICE

An Interim Footwear Invoice is to be completed and submitted with shipments of footwear.

8) IMPACT RESISTANCE TEST REPORT

If you are shipping **eyeglasses** or **sunglasses**, you **MUST** submit an Impact Resistance test report in addition to our regular test report. You must have a FDA registration number and ensure that this number appears on all invoices. Please contact APLL regarding sample size for testing validity of Impact Resistance test report.

9) CERTIFICATE OF FUMIGATION

If you are shipping Easter baskets or any type of baskets which are made of bamboo, bamboo & vinyl, or rattan, those baskets **MUST BE FUMIGATED** by a Pest Control Company.

A copy of the Certificate of Fumigation must be submitted to DHL together with other shipping documents.

10) PENCILS (MADE IN CHINA) – NORMAL VALUES

Pencils which are made in China, \$0.14 per gross plus 4.3% duty, additional 53.4% duty for anti-dumping. Please contact Joyce Moy of APLL for further details if you are shipping pencils from all origins.

11) TOXIC SUBSTANCES CONTROL ACT (TSCA) CERTIFICATIONS

TSCA regulates any products containing a chemical substance that are shipped into the U.S. Compliance is mandatory and requires that manufacturers and importers meet the notification, reporting, and labeling requirements specified within the Act. While TSCA has been in effect since October 11, 1976, increased monitoring by US Customs has created delays for manufacturers and importers of products without proper documentation.

Generally, any product that is intended to release a chemical substance must comply. A few examples of common consumer products include:

Pens		Caulking tubes	Detergents
Markers	Lighter fluids	Household cleaners	
Inks	Transmission fluids	Metal ingots	
Paints	Toner cartridges	Plastic Pellets	

Bureau Veritas Hong Kong Limited can review and evaluate products for compliance with TSCA requirements preventing delays and facilitating the importation of regulated products for clients.

#### 12) CERTIFICATION OF NO FORCED OR INDENTURED CHILD LABOR

The US Customs Service will be enforcing Section 307 of the Tariff Act of 1930 (19 U.S. Code § 1307) prohibiting the importation of any merchandise produced in whole or in part with prison labor, forced labor, or indentured labor under penal sanction. The Act was recently amended to make explicit that forced labor or indentured labor includes forced or indentured child labor!

The law applies to merchandise produced “wholly or in part” with prohibited labor. Goods produced in a factory that does not employ prohibited child labor would nonetheless not be eligible for import into the US if the factory relied on supplies made with forced or indentured child labor. For details, please refer to page 17.

Each supplier exporting merchandise to Toys “R” Us, USA will now be required to complete a form certifying no forced or indentured child labor was used in the production of each product on that Purchase Order. A new certification statement (form) is to be completed for each shipment and Purchase Order (see Specimen Form section on page 135).

#### 13) GLOBAL SECURITY VERIFICATION (GSV) CERTIFICATE

Effective for January 01, 2008, each supplier exporting merchandise to Toys “R” Us, USA will be required to present a valid Global Security Verification (GSV) Certificate issued by Intertek to DHL at the time of shipment booking that certifying the C-TPAT compliance status for the designated MANUFACTURING SITE of that Purchase Order.

A photocopy of the GSV certificate should be submitted with other shipping documents to DHL (consolidator) for booking for ship windows starting January 1, 2008 (see Specimen Form section on page 149).

#### 14. GENERAL CONFORMITY CERTIFICATE (GCC)

Document required for importation into the US by the Consumer Product Safety Improvement Act. This document names the Importer of Record, factory name, location, date of manufacture, sections of the laws that are being certified and other information. By February 1, 2009 all GCCs for Toys “R” Us US direct import shipments will be created by the lab based on the information on the noted Certificate of Compliance (COC). This documentation is a Toys “R” Us US required document for booking, shipping and payment and is in addition to the COC. (See Specimen Form section 9 on page 150).

#### **Common Questions regarding shipping Hazardous Materials as a TRU Direct Import:**

##### **What are Hazardous Materials?**

*Hazardous materials are substances or materials that the Secretary of Transportation has determined to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce. These items can be flammable or explosive.*



### ***What are some examples of hazardous materials?***

*Some common examples of hazardous materials that are sold in Toys R Us stores (but not imported) are: lithium batteries, aerosol cans (i.e., Silly String), nail polish that is not water based and helium tanks.*

*Other common examples of restricted or hazardous materials are listed below, but not limited to:*

*Seeds, Agricultural items*

*Paintball guns and paintballs*

*Non-water based paints*

*Perfumes*

### ***Import Shipping Concerns:***

*Even small quantities of these items can pose a danger if transported.*

*Due to the added risk, transportation expense, HazMat certification and training needed to ship Hazardous Goods, **hazardous materials may not be imported.***

*If there is any question on whether or not your item is considered Hazardous Materials, please contact the Import Logistics team – Maureen Ford – [Maureen.Ford@toysrus.com](mailto:Maureen.Ford@toysrus.com)*

## CANADA

### 1) COMMERCIAL INVOICE (covering one purchase order)

- a) Invoice number and date
- b) Port of Delivery
- c) Port of Discharge
- d) TRU Canada's name and address
- e) Purchase order number
- f) Country of origin
- g) Terms of payment
- h) Export carton marking (see Carton Markings section on page 95)
- i) SKN, item number and **complete** description of each item
- j) Total pieces of each SKN
- k) Canadian HTS number (customs tariff schedule) per each sku number as shown on your purchase order
- l) Unit FOB price of each SKN in US Dollars (except for orders issued in Canadian Dollars)
- m) Extended unit price of each SKN in US Dollars (i.e. Total quantity x Unit price = Total FOB Value per SKN)
- n) Total FOB in US Dollars (except for orders issued in Canadian Dollars)
- o) Applicable deductions (you must show breakdown of each allowance)
- p) Total value of invoice (after deductions) including currency (example USD)
- q) Total value of invoice typed in capital letters in printed words (not numbers)
- r) Declaration for "No Solid Wood Packing Material" ( on page 19 for details)
- s) Your company name with authorized signature

**Please make sure that the invoice you submit to our consolidator or for payment negotiation must be typed on your company's letterhead, and must reflect the same FOB price indicated on our purchase order. Invoice under your manufacturer's letterhead showing ex-factory price is not acceptable.**

### 2) PACKING LIST

Same information as U.S.A. except that unit of measurement must be shown in metric equivalent. Please refer to page 69 for details.

### 3) CARGO RECEIPT - This will be issued by DHL.

4) COPYRIGHT OR PATENT RELEASE LETTER

Same information and procedure as U.S.A. Please refer to page 70 for details.

5A) CERTIFICATE OF ORIGIN "FORM A" or Exporter's Statement of Origin

I. An Exporter's Statement may be submitted instead of a Form 'A'. The requirement of the Exporter's Statement is that it is signed by the exporter in the country of export or the producer/manufacturer. The Exporter's Statement (see Specimen Form section on page **EXPORTER'S 141**) may be typed directly on your commercial invoice or submitted as a separate document.

II. Failure to submit a Certificate of Origin "Form A" or Exporter's Statement of Origin will result in TRU Canada paying a higher rate of duty which will be charged back to your account, in addition to any additional costs incurred such as correctional fee's, penalties or fines.

III. The Form 'A' or Exporters Statement must be submitted to DHL. Do not forward directly to TRU Canada.

5B) COUNTRY OF OFIGIN FORM B255E

I. Shipment ex Bangladesh and Cambodia fall under LDCT – Least Developed Countries Tariff. Due to high rate of duty on children's clothing in Canada, vendor has to provide a form B255E.

II. Failure to submit a Country of Origin Form B255E will result in TRU Canada paying a higher rate of duty which will be charged back to your account, in addition to any additional costs incurred such as correctional fee's, penalties or fines.

III. The Country of Origin Form B255E must be submitted to DHL. Do not forward directly to TRU Canada.

6) CERTIFICATE OF COMPLIANCE (COC)

A Certificate of Compliance issued by A Toys"R"Us approved 3<sup>rd</sup> party laboratory. See Toys"R"Us Inc. Global Product Safety, Quality Testing Manual.

7) CANADA CUSTOMS INVOICE

Vendor can use commercial invoice if all data requirements are met (please refer to page 134). Note: for vendors unable to include ALL data elements on their commercial invoice (example: discount allowance) a Canada Customs Invoice (CCI) MUST be completed in addition to the commercial invoice.

Please make sure to state subtotal FOB amount, applicable deductions (you must show breakdown of each allowance, e.g. 5% ADV, 1% NSA) and total value of invoice (after deduction). It is mandatory that the HS# shown on your P.O. is to be shown on the Canada Customs Invoice.

Incorrect and missing information are commonly found on the Canada Customs Invoice. Please see Specimen Form section on page 142 where we have highlighted certain areas that you need to pay special attention.

## 8) BICYCLES - NORMAL VALUES

### BICYCLES - NORMAL VALUES

Due to Anti Dumping and Countervailing Regulations interim normal values (actual manufacturing costs) must be provided to Canada Border Service Agency according to regulations. Prior to shipping, every bicycle that is exported to Canada requires a copy of the normal values assessed (Appendix A) to be documented and on file. Please forward this information to [can\\_traffic@toysrus.com](mailto:can_traffic@toysrus.com) prior to booking the shipment. For further information visit <http://cbsa-asfc.gc.ca/sima-lmsi/contact-eng.html>

#### Important Note:

Canada Border Service Agency audit system inclusive of the Administrative Monetary Penalty System (AMPS) mandates complete and accurate customs documentation. Any incorrect or missing information on the Canada Customs Invoice, Form "A" or Exporters Statement of Origin (Country of Origin) will be charged back to the vendor. If we find that the exporter is at fault, we will be charging back an administration fee of US\$250.00 plus any penalties assessed or costs incurred.

## ALL OTHER INTERNATIONAL COUNTRIES

### 1) COMMERCIAL INVOICE (covering one purchase order only)

- a) Invoice number and date
- b) Port of Delivery
- c) Port of Discharge
- d) Consignee and notify party's name and address
- e) Purchase order number (Please add country code # in front of purchase order #, e.g. 49-xxxxxx for Australia and 33-xxxxxx for DC# 33 in Germany and 46 or 47-xxxxxxxxxx for DC#46 or 47 in Japan)
- f) Country of origin
- g) Terms of payment
- h) Export carton marking (see Carton Markings section on page 94)
- i) SKN, item number and **complete** description of each item
- j) Total pieces of each SKN
- k) Unit FOB price of each SKN in US Dollars
- l) Extended unit price of each SKN in US Dollars (i.e. Total quantity x Unit price = Total FOB Value per SKN)
- m) Total FOB in US Dollars
- n) Applicable deductions (you should show breakdown of each allowance, e.g. 5% RGD, 1% NSA)
- o) Total value of invoice (after deductions)
- p) Total value of invoice typed in capital letters in printed words (not numbers)
- q) Your company name with authorized signature
- r) Declaration for "No Solid Wood Packing Material" (on page 19 for details)
- s) Declaration for Fumigation (applicable to Australia, please refer to page 18 for details)
- t) **For all European countries (including TRU GLOBAL IMPORTS BV)**, if the goods are classified as **HTS95 items** and its country of origin is either China or Thailand, please state the following clauses on invoice.  
If goods are of China Origin, please state: "We hereby certify that the shipment of this invoice is Origin from China under HTS95."  
If goods are of Thailand Origin, please state: "We hereby certify that the shipment of this invoice is Origin from Thailand under HTS95."
- u) Declaration for Origin – For Germany only  
Please state on invoice "The Exporter of the products covered by this document declares that, except where otherwise clearly indicate, these products are of...(Country of Origin)...origin according to the rules of origin of the Generalized System of the European Community.  
Place and date:  
Signature of the Exporter in Block Letters:"

**If there is any mistake on the invoice that you submitted, please send revised copy to both our consolidator and APLL immediately.**

**Failure to submit revised invoice to the consolidator for custom clearance may result the destination country to pay excess duty. Vendor is to be responsible for all the administration costs including the overpaid VAT.**

## 2) PACKING LIST

- a) Invoice number and date
- b) Port of Delivery
- c) Port of Discharge
- d) Consignee
- e) Purchase order number (Please add country code # in front of purchase order #, eg. 49-xxxxxx for Australia and 33-xxxxxx for DC# 33 in Germany and 46 or 47-xxxxxxxxxx for DC#46 or 47 in Japan)
- f) SKN (Stock Keeping Number)
- g) SKN brief description
- h) Carton numbers of each SKN
- i) Total number of pieces in each carton\*
- j) Total number of pieces per SKN
- k) Total number of cartons and pieces
- l) Grand total of cartons and pieces
- m) Gross weight per export carton in **KGS** (No showing POUNDS)
- n) Total gross weight of shipment in **KGS** (No showing POUNDS)
- o) Measurement per carton in **inches** [except TRU Japan which should be in Centimeter(cm)]
- p) Total measurement per shipment in **cubic feet** [except TRU Japan which should be in cubic meter (CBM)]
- q) Export carton marking (see Carton Markings section on page 95)
- r) Your company name with authorized signature
- s) Net weight per export carton in KGS (for TRU Japan shipment)
- t) Total net weight of shipment in KGS (for TRU Japan shipment)

\* All cartons must be of equal pack and must conform to the carton pack listed on purchase order. In the event the packing is changed, notify APLL at once.

If the data on packing list is not the same as shipment, it will cause delay of importation. It may result to Chargeback which we put on your account.

REMARK: Invoice and Packing List can be combined on one document for shipment to TRU FRANCE, TRU GERMANY, TRU SPAIN, TRU UK and TRU GLOBAL IMPORTS BV individually. This is an optional program NOT mandatory. However we encourage vendor to join this program as it would save time, manpower and the environment.

## 3) CARGO RECEIPT - This will be issued by DHL.

## 4) COPYRIGHT OR PATENT RELEASE LETTER

All licensed products must have a copyright / patent release letter. If you are unable to obtain the necessary release, please notify APLL HK to cancel order.

5) CERTIFICATE OF ORIGIN "FORM A" (COVERING ONE PURCHASE ORDER ONLY)

The following must be included on this form in order for it to be negotiable and acceptable by the Customs.

- a) Full name and address of exporter and/or manufacturer
- b) Full name and address of consignee
- c) Means of transport and route
- d) All SKN numbers with complete description of each SKN
- e) Your invoice number
- f) Quantities per SKN
- g) Document must be duly certified by the Governmental Agency in the Country of Origin attesting to its authenticity and dated accordingly.
- h) A declaration by the exporter certifying that all data on this form is true and correct and that the merchandise is to be entered for consumption into the country.
- i) Purchase order number

**For TRU GLOBAL IMPORTS BV, FRANCE, GERMANY, SPAIN & UK:**

- ♦ Any China origin item that is being shipped from Hong Kong, Form A must be endorsed by China Inspection Co., Ltd. in Hong Kong, bearing the following clause: "This is to certify that the goods stated in this certificate had not been subjected to any processing during their stay / transshipment in Hong Kong."
- ♦ If the goods are classified as **HTS95 items** and its country of origin is either China or Thailand, **Form A is not required**. However you must state the required clause on commercial invoice (please refer to page 85 of this section for details).

Failure to supply a valid Form A upon arrival of merchandise at destination will result in a chargeback of the additional duty to your account.

For Japan: you don't need to submit Form A for all products from all origins of shipment.

6) CERTIFICATE OF ORIGIN

If goods are shipped without Form A, you must apply for a Certificate of Origin or a Certificate of Origin - without transit / with transshipment which is issued by the Chamber of Commerce or Federation of Hong Kong Industries and present it as part of your document package

For Europe: If the goods are classified as **HTS95 items** and its country of origin is either China or Thailand, **Certificate of Origin is not required**. However you must state the required clause on commercial invoice (please refer to page 85 for details).

7) CERTIFICATE OF COMPLIANCE (C.O.C.)

A Certificate of Compliance issued by A Toys"R"Us approved 3<sup>rd</sup> party laboratory. See Toys"R"Us Inc. Global Product Safety, Quality Testing Manual.

## 8) LETTER OF EXEMPTION (L.O.E.)

This document is to be used in place of the 'CERTIFICATE OF COMPLIANCE' and must be submitted to both our consolidator (DHL) when you sign the shipping order. By using this certificate you confirm that you:-

- 1) Have proof of authorization by the destination country or any other authorized TRU department to circumvent current TRU testing procedures as detailed in this manual and all other related publications
- 2) Have performed all necessary tests applicable to the item(s) to be shipped and that the items comply with all applicable product safety standards in the country/countries of destination
- 3) Assume full responsibility for all possible legal consequences brought against, and monetary damages (actual or through loss of sales or damage to our public image) inflicted on TRU and all its subsidiaries.

For shipments to the **EU (Except TRU Global Imports BV Shipments)**, the following information will be required to obtain the letter of exemption.

- (1) Valid test certificates to the latest standards from an ILAC (e.g. COFRAQ, UKAS, HKLAS) accredited testing laboratory that includes an image of the product. For packages showing vendor's CE mark, vendor's test certification is acceptable.
- (2) Confirmation that the CE mark is present and that packaging, instructions and warnings are present in the national language of the TRU countries of distribution.
- (3) Details of the warning information that is required at the point of sale in all national languages of the TRU countries of distribution.
- (4) Where vendor has an EU representative taking the responsibilities of the importer under EU directive 2009/48, please provide confirmation of this on suitable company headed communication and confirm that this name/address will be presented on product and packaging. Where vendor does not have an EU representative, taking the responsibilities of the importer under EU directive 2009/48, we need confirmation that the Toys R Us name and address in the following format "Imported by Toys R Us, Maidenhead, UK, SL6 3QH" has been applied.
- (5) Suitable company headed communication confirming that the Technical File complying with the requirements of the Toy Safety directive EU directive 2009/48 is available upon request for a period of 10 years after the last delivery of the product to Toys R Us.
- (6) A signed copy of the Declaration of Conformity (DOC) as per the requirements of EU directive 2009/48 in the language of the country importing that product.
- (7) Confirmation of corporate socially responsibility either through a certificate of compliance, or signed declaration confirming that no forced or indentured child labour has been used, written on your letter head paper.

### **For TRU Global Imports BV shipment**

- COC vendors follow same process as today
- Non COC vendors: The DOC must be sent to [gauk@toysrus.com](mailto:gauk@toysrus.com) prior to the shipment of the product, failure to provide this may result in goods being detained by customs authorities. After TRU team analyzes this document, the LOE will be provided to the vendor.



## 9) QUARANTINE REQUIREMENTS – FUMIGATION CERTIFICATE AND PACKING DECLARATION FOR AUSTRALIA

Use of straw packing **is not permitted under any circumstance** in either cartons or use in container packing. Straw packing includes straw, cereal, rice hulls and other unprocessed plant materials. Timber packing is acceptable as long as the container is correctly fumigated once the container has been packed. Timber packing used **MUST** be free of bark. Bark is the external natural layer covering trees and branches. This material is distinct and separable from processed timber.

Vendor must submit the \*Fumigation Certificate, Plastic Wrapped Declaration and **either** an individual container packing or an Annual Packing Declaration along with the shipping documents to DHL when the vendor sign the shipping order. Annual Packing Declarations and individual packing declaration **MUST** be submitted on ORIGINAL vendor letterhead.

Failure to supply a Fumigation Certificate, or if you ignore the fumigation certificate procedure, you will be responsible for all the claims from TRU Australia Quarantine Authority.

\* If original Fumigation Certificate / Plastic Wrapped Declaration cannot be presented when signing the shipping order, vendor has to present a statement (on vendor's letterhead) stating that Fumigation Certificate will be presented within 3 days after delivery.

### TREATMENT CERTIFICATES

All **Methyl Bromide** treatment fumigation certificates **must** now include a plastic wrapping declaration stating that

- a) the goods are not wrapped in plastic OR
- b) the goods were wrapped in plastic after fumigation OR
- c) If they were wrapped in plastic prior to fumigation the plastic has been perforated to allow the fumigant to penetrate the plastic.

### NEWLY MANUFACTURED PLYWOOD DECLARATION.

The current Newly Manufactured Plywood Declaration document is **no longer** valid. Plywood, chipboard etc **must** be considered as solid timber and treated accordingly. However, ISPM15 treatment is **not acceptable** for these products

#### A) PACKING USED IN THE CARTONS

**No straw packing is to be used as packing.** See above for definition of straw packing.

#### B) CONTENTS OF CARTON IS WOODEN PRODUCT

Wooden/Timber products for sale will have to be covered by the Fumigation Certificate. Again, if the product is sealed in plastic and the fumigation was done after the product was sealed, then the plastic will have to be removed and the product re-fumigated, or if it remains sealed it will have to be treated with gamma rays.

### C) PACKING MATERIAL USED FOR PACKING THE CONTAINER

The **Packing Declaration** will cover the actual material used when packing the container and not the cartons or their contents. The Packing Declaration will have to be completed in **all** cases to report if Timber / Straw has been used in the packing of the container itself, or if neither has been used. Again, **no straw packing is allowed** (Straw packing includes straw, cereal, rice hulls and other unprocessed plant materials).

Due to high incidence of bark contaminated timber packing entering Australia, the Australian Quarantine and Inspection Service has added another element to the packing declaration use to clear timber in Full Container Loads (FCL). Bark is prohibited import into Australia. It presents a quarantine risk in that it may carry disease spores that have the potential to introduce pathogenic and stain fungi into the forestry industries and natural environment.

If timber has been used in the container then the packer supplier must make a declaration to state whether the timber has been inspected and found free of bark contamination.

If a packing declaration has timber declared and there is not a Bark Statement then the container will be ordered for an unpack inspection at an approved premises or tailgate at a break bulk depot.

- \* An **Annual Packing Declaration** is only required to be submitted once a year unless there is a change in the packing material used in a particular shipment. It must be completed and forwarded to our customs broker who will seek for approval from the Australian customs. Once it is approved, the declaration is valid for a twelve month period. (See Specimen Form Sec on page 61). Annual Packing Declarations are only **acceptable** when presented as an original document. Photocopies or fax copies **will not** be approved.

### 10). PACKAGING MATERIAL WEIGHT REPORT

**For shipments to Europe (except TRU Global Imports BV)**, you must prepare a Packaging Material Weight Report (see Specimen Form on page 133) for each of your item. This enables the countries to calculate the Green Point fee that is to be deducted from your payment.

If you do not have any subsidiary or authorized representative in EEC, you have to test your items through our nominated laboratory. Our laboratory will at the same time weigh your product's packaging material and issue the Packaging Material Weight Report to you.

If you have a subsidiary or authorized representative in EEC **or** if you are shipping Private Label items, you have to weigh the product's packaging material and prepare the Packaging Material Weight Report on your own.

If your item is an assortment, make sure to calculate the average weight among the number of assortment.

Note that the Packaging Material Weight Report should be made available upon request.

## CONSIGNEE & NOTIFY PARTY INFORMATION FOR ALL COUNTRIES

The following information is required to be shown on the **invoice**, **packing list** and **Form A / Certificate of Origin** for shipment to each individual country.

COUNTRY / CODE #	PORT OF DISCHARGE	CONSIGNEE	NOTIFY PARTY
Australia <b>CY/CY</b> / # 49	Sydney	Toys "R" Us (Australia) Pty Ltd. Block G, Commercial Drive Regents Park Estate 391 Park Road Regents Park, N.S.W. 2143 Australia	DHL Global Forwarding Unit 1, Building 1 Millennium Court 33-41 Military Road Matraville NSW 2036 Contact : Linda Wang Phone : (61) 02 9311 5107 Fax : (61) 02 9311 5995 Linda.wang@dhl.com
Australia <b>CFS/CY</b> / # 49	Sydney	DHL Global Forwarding on behalf of Toys "R" Us (Australia) Pty Ltd. Unit 1, Building 1 Millennium Court 33-41 Military Road Matraville NSW 2036 Contact : Linda Wang Phone : (61) 02 9311 5107 Fax : (61) 02 9311 5995 Linda.wang@dhl.com	Toys "R" Us (Australia) Pty Ltd. Block G, Commercial Drive Regents Park Estate 391 Park Road Regents Park, N.S.W. 2143 Australia
Canada / # 35  <i>Refer to split shipment Information on page 22</i>	Vancouver	Toys "R" Us (Canada) Ltd. 2777 Langstaff Road Concord, Ontario, L4K 4M5 Canada	Schenker of Canada Ltd. 6555 Northwest Drive Mississauga, Ontario, L4V 1K2 Canada Contact : Lana Leybourne Phone : (905) 293 8619 Fax : (905) 673 1806
TRU GLOBAL IMPORTS BV / # 71	Rotterdam	TRU Global Imports B.V. Weena 327, 3013AL Rotterdam, Netherlands	Tradeboulevard 1, Moerdijk, Netherlands

<b>COUNTRY / CODE #</b>	<b>PORT OF DISCHARGE</b>	<b>CONSIGNEE</b>	<b>NOTIFY PARTY</b>
France / # 38	Le Havre	Toys "R" Us France 2, Rue Thomas – Edison La Remise Lisses 91044 Evry Cedex France	Toys "R" Us France 2, Rue Thomas – Edison La Remise Lisses 91044 Evry Cedex France Contact : Sylvie Colomb Phone : (33) 1 6076 8342 Fax : (33) 1 6086 2448
France / # 39	Fos Sur Mer	Toys "R" Us France 2, Rue Thomas – Edison La Remise Lisses 91044 Evry Cedex France	Toys "R" Us France 2, Rue Thomas – Edison La Remise Lisses 91044 Evry Cedex France Contact : Sylvie Colomb Phone : (33) 1 6076 8342 Fax : (33) 1 6086 2448
Germany / # 31 # 33	Bremerhaven / Hamburg	Toys "R" Us GmbH Koehlstrasse 8 50827 Koeln Germany	Toys "R" US GmbH Koehlstrasse 8 50827 Koeln Germany Contact : Gregor Schmitz Phone : (49) 221 597 2160 Fax : (49) 221 597 2171
Japan / # 46 # 47	Kobe Tokyo	Toys "R" Us – Japan Ltd. Muza Kawasaki Central Tower, 25 <sup>th</sup> Floor 1310 Omiya-Cho, Saiwai-Ku Kawasaki, Kanagawa 212-8566 Japan	Toys "R" Us – Japan Ltd. Muza Kawasaki Central Tower, 25 <sup>th</sup> Floor 1310 Omiya-Cho, Saiwai-Ku Kawasaki, Kanagawa 212-8566 Japan Phone : (81) 44 388 8035 Fax : (81) 44 549 9103
Spain / # 34	Algeciras / Barcelona / Valencia	Toys "R" Us Iberia, S A N-II Salida 23-Ctra. N-300 Km. 29,800 28802 Alcala De Henares Madrid Spain	Velice Logistica, S.A. Edificio BERGE Alcarria, 5 – 1ª planta 28820-Coslada (Madrid), Spain Contact : Luis Gurria Phone : 34 91 312 0730 Fax : 34 91 312 0733

<b>COUNTRY / CODE #</b>	<b>PORT OF DISCHARGE</b>	<b>CONSIGNEE</b>	<b>NOTIFY PARTY</b>
United Kingdom / # 36	Felixstowe / Southampton / Thames port	Toys "R" Us Ltd. Geoffrey House Maidenhead Office Park Westacott Way Maidenhead Berkshire UK SL6 3QH	Jag-Ocean & Freight Ltd. Suite 6B, Unit 2, Orwell House, Ferry Lane Felixstowe, Suffolk England IP11 3QQ Contact : Roy Wilson Phone : (394) 673585 Fax : (394) 673057
U.S.A.	Any US Port	Toys R Us - Delaware, Inc. DBA Toys R Us One Geoffrey Way Wayne, NJ 07470 - 2030 U.S.A.	UPS Supply Chain Solutions 19701 HAMILTON AVENUE #250 TORRANCE, CA 90502 ATTN: BEVERLY KANSAS, CHB DEPT PHONE: 310-404-2855 FAX: 310-404-2951

## SECTION 6                      CARTON MARKINGS

## INSTRUCTIONS FOR MARKING INNER CARTONS

**FOR ALL COUNTRIES**

Inner carton marks are necessary and the **SAME** for shipments to **ALL** Toys “R” Us countries. All inner cartons / boxes are to be marked on one side as below:

- ◆ Item number (Manufacturer's style number for TRU USA)
- ◆ SKN (TRU Item number for TRU USA)
- ◆ Price Book Name (where applicable)
  - For International: Private Label item – Private Label Brand name (i.e., Fast Lane, Bruin...)
  - Branded item – Brand name
- ◆ Description

(International)

ITEM NUMBER	_____
SKN	_____
PRICE BOOK NAME	_____
DESCRIPTION	_____

(USA)

STYLE NUMBER \_\_\_\_\_

ITEM NUMBER\_\_\_\_\_

RESOURCE NAME \_\_\_\_\_

DESCRIPTION \_\_\_\_\_

## INSTRUCTIONS FOR MARKING EXPORT CARTONS

- ◆ All markings must be stenciled or printed on front and back of cartons.
- ◆ Side marks are to be printed on 2 sides of the cartons.
- ◆ Do **not** use paper labels as they can be peeled off easily from export cartons. Both our consolidator and TRU warehouse are not able to identify merchandise if paper labels peel off.
- ◆ Strong Adhesive labels for Europe markets are acceptable.
- ◆ For shipments to **U.S.A. & Canada**, category (department for TRU USA) name is required as part of the marking. You should refer to the purchase order to check the category (department for TRU USA) number of your merchandise first and then refer to page 105 in this section to find the category (department for TRU USA) names.
- ◆ Import purchase order number should NOT contain 9101 prefix. Purchase order should only be 6 digit number for TRU USA
- ◆ For shipment of spare parts delivery to Germany & UK, spare parts description and “Spare part delivery” must be shown on the cartons
- ◆ For shipment of sample free of charge to Germany & UK, “Sample free of charge” must be shown on the cartons

## EXPORT CARTON QUALITY

Each Vendor is responsible for the quality of packing used to transport product. This includes utilizing high quality packaging as it relates to cartons, tape and dunnage. Each carton must sufficiently protect merchandise from damage during transportation.

- **“R”Us recommends the use single wall corrugate with the following attributes: Single Wall C-Flute\*200Burst\*40ECT**

Any defects of merchandise caused by the poor quality of export carton will also be considered as defective goods, which will be claimed to your account.

**CARTON STRAPS ARE NOT ALLOWED TO BE USED ON ANY CARTONS FOR SHIPMENT TO ANY OF THE TOYS “R” US COUNTRIES.**

Under the European Directive 94/62/CE, for shipments to Europe, all inner and export cartons **cannot contain more than 100 ppm of heavy metals** (including the paint on carton markings).

## SPECIAL REQUIREMENT

Vendors are not allowed to ship on pallets.

For Canada: Inner carton quality must be durable enough to be removed from masters at distribution centers for transport to stores.

## **SPECIAL REQUIREMENT FOR USA SHIPMENT**

### **CARTON DIMENSIONS & WEIGHT**

#### **Conveyable Carton Dimensions**

The Toys “R” Us, Inc. Distribution Centers are configured to support automatic conveyance of cartons within the following size and weight limitations: Unacceptable size cartons will be subject to chargebacks.

	Length (in.)	Width (in.)	Height (in.)	Weight (lbs.)
Minimum	9”	6”	2”	No less than 1 lb.
Maximum	39”	30”	31”	No more than 50 lbs.

**\*\*Any item falling below minimum dimensions will be processed using a conveyable tray.\*\***

**\*\*All cartons must be large enough to support a shipping label and the inner pack label.\*\***



## **SPECIAL REQUIREMENT FOR AUSTRALIA**

It is now required that any item that weights more than 20kgs is to be delivered with a sticker or label (similar to below) affixed to side mark of the export carton.

The sticker must be 100 mm x 100 mm in size and needs to be printed in yellow background and black wordings.

In addition, the sticker must be placed on the export carton in a way so that it is clearly visible to anyone who handles the item.

Specimen of the label as below:



## SPECIAL REQUIREMENT FOR EUROPE

Weight warnings must be placed on any products over certain weights for manual handling purposes.  
Please see guidelines below:

Weight	Warning Label
Below 10kg	Not needed
10kg - 15kg	Yellow Warning Triangle and indication of weight
15kg - 25kg	Yellow Warning Triangle and indication of weight and wording "take care when handling".
25kg +	Yellow Warning Triangle and indication of weight and wording "two person handling".

Any item with a single dimension exceeding 75cm must carry the yellow warning triangle and indication of weight, if necessary.









**XX KG**  
TAKE CARE WHEN  
HANDLING



**XX KG**  
TWO PERSON HANDLING

## CARTON MARKINGS FOR INDIVIDUAL COUNTRY

COUNTRY	FRONT AND BACK MARKS	SIDE MARKS
<b>U.S.A.</b>  Refer to Appendix SCC-14 for requirements for use of Shipping Container Codes (SCC-14's) Page 151  	<div style="border: 1px solid black; padding: 10px; text-align: center;"> <b>TOYS "R" US IMPORT</b>         U.S. IMPORT  DEPARTMENT NAME  RESOURCE NAME  DESCRIPTION   PURCHASE ORDER NUMBER  CARTON NUMBER  COUNTRY OF ORIGIN   DATE CODE:  ITEM NUMBER  STYLE NUMBER  NUMBER OF PIECES </div>	<div style="border: 1px solid black; padding: 10px;"> DEPARTMENT NAME   RESOURCE NAME   DESCRIPTION   ITEM NUMBER   STYLE NUMBER   NUMBER OF PIECES    </div>
<b>CANADA</b>  Refer to split shipment information on page 22	<div style="border: 1px solid black; padding: 10px; text-align: center;"> <b>TRU CANADA IMPORT</b>      PORT OF VANCOUVER  PRICE BOOK NAME  DESCRIPTION   PURCHASE ORDER NUMBER  CARTON NUMBER OF  SKN NUMBER  ITEM NUMBER   DATE CODE  CBM  GR. WT. (KGS)  NUMBER OF PIECES  COUNTRY OF ORIGIN </div>	<div style="border: 1px solid black; padding: 10px;"> CATEGORY NAME   PRICE BOOK NAME   DESCRIPTION   SKN NUMBER   ITEM NUMBER   NUMBER OF PIECES </div>
<b>AUSTRALIA – for all items <u>except</u> bicycles</b>  For marking of bicycle items, please see on page 100.	<div style="border: 1px solid black; padding: 10px; text-align: center;"> <b>TRU AUSTRALIA IMPORT</b>      4901 SYDNEY, AUSTRALIA  PRICE BOOK NAME  DESCRIPTION   PURCHASE ORDER NUMBER 49-  CARTON NUMBER OF  SKN NUMBER  ITEM NUMBER   DATE CODE  CU. FT.  GR. WT.  NUMBER OF PIECES  COUNTRY OF ORIGIN </div>	<div style="border: 1px solid black; padding: 10px;"> PRICE BOOK NAME   DESCRIPTION   SKN NUMBER   ITEM NUMBER   NUMBER OF PIECES </div>

[Reference APPENDIX – SCC14 on page 151](#)

**AUSTRALIA - for  
BICYCLES only**

FRONT & BACK MARKS:

SIDE MARK  
(2 SIDES OF CARTON)

**THIS IS A PARTIALLY ASSEMBLED BICYCLE REQUIRING THE ATTACHMENT OF THE FOLLOWING PARTS IN ACCORDANCE WITH THE MANUFACTURERS INSTRUCTIONS.**

- \* FRONT WHEEL
- \* TRAINING WHEELS (16" & 18" MODELS ONLY)
- \* PEDALS
- \* SAFETY PADS OR OTHER ACCESSORIES
- \* REFLECTORS
- \* HANDLEBAR & STEM
- \* HAND BRAKE LEVER (S)
- \* BELL

- 1. STANDARD SLIP JOINT PLIERS
- 2. STANDARD 7" FLAT-BLADED SCREWDRIVER
- 3. STANDARD 7" PHILLIPS-HEAD SCREWDRIVER
- 4. AIR PUMP
- 5. OPEN-ENDED SPANNER SET (8mm /9mm /10mm)
- 6. ADJUSTABLE WRENCH SET

THE FOLLOWING TOOLS ARE NECESSARY TO ASSEMBLE THE BICYCLE.

- 7. FLAT PEDAL WRENCH 14/15 mm
- 8. TORQUE WRENCH SET

**TRU AUSTRALIA IMPORTS**

**TAI**

**4901 SYDNEY, AUSTRALIA  
MASTER PRICE BOOK NAME  
DESCRIPTION**

PURCHASE ORDER NUMBER	.....	CU. FT.	.....
CARTON NUMBER	..... OF .....	GR. WT.	.....
SKN NUMBER	.....	NUMBER OF PIECES	.....
ITEM NUMBER	.....	COUNTRY OF ORIGIN	.....

CATEGORY NAME



PRICE BOOK NAME

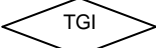

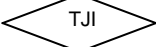
DESCRIPTION

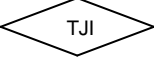
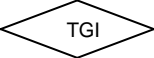
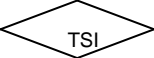
SKN #


ITEM #

NUMBER OF PIECES

COUNTRY	FRONT AND BACK MARKS	SIDE MARKS
FRANCE (DC - ÉVRY - 3801)	<div> <p><b>TRU FRANCE IMPORT</b></p>  <p>3801 ÉVRY, FRANCE VIA LE HAVRE, FRANCE PRICE BOOK NAME DESCRIPTION</p> <p>PURCHASE ORDER NUMBER 38- CARTON NUMBER SKN NUMBER ITEM NUMBER</p> <p>DATE CODE CU. FT. GR. WT. NUMBER OF PIECES COUNTRY OF ORIGIN</p> </div>	<div> <p>PRICE BOOK NAME</p> <p>DESCRIPTION</p> <p>SKN NUMBER</p> <p>ITEM NUMBER</p> <p>NUMBER OF PIECES</p> </div>
(DC – MONTEUX - 3901)	<div> <p><b>TRU FRANCE IMPORT</b></p>  <p>3901 MONTEUX, FRANCE VIA FOS SUR MER, MARSEILLE PRICE BOOK NAME DESCRIPTION</p> <p>PURCHASE ORDER NUMBER 39- CARTON NUMBER SKN NUMBER ITEM NUMBER</p> <p>DATE CODE CU. FT. GR. WT. NUMBER OF PIECES COUNTRY OF ORIGIN</p> </div>	<div> <p>PRICE BOOK NAME</p> <p>DESCRIPTION</p> <p>SKN NUMBER</p> <p>ITEM NUMBER</p> <p>NUMBER OF PIECES</p> </div>

<b>GERMANY</b> <b>(DC – HARBKE - 3101)</b>	<div data-bbox="745 118 1456 467"> <p><b>TRU GERMANY IMPORT</b></p>  <p>3101 HARBKE, GERMANY  VIA BREMERHAVEN / HAMBURG  PRICE BOOK NAME  DESCRIPTION</p> <p>PURCHASE ORDER NUMBER 31-  CARTON NUMBER  SKN NUMBER  ITEM NUMBER</p> <p>DATE CODE  CU. FT.  GR. WT.  NUMBER OF PIECES  COUNTRY OF ORIGIN</p> </div>	<div data-bbox="1742 118 2011 370"> <p>PRICE BOOK NAME</p> <p>DESCRIPTION</p> <p>SKN NUMBER</p> <p>ITEM NUMBER</p> <p>NUMBER OF PIECES</p> </div>
<b>GERMANY</b> <b>(DC – TROSSINGEN - 3301)</b>	<div data-bbox="745 536 1456 884"> <p><b>TRU GERMANY IMPORT</b></p>  <p>3301 TROSSINGEN, GERMANY  VIA BREMERHAVEN / HAMBURG  PRICE BOOK NAME  DESCRIPTION</p> <p>PURCHASE ORDER NUMBER 33-  CARTON NUMBER  SKN NUMBER  ITEM NUMBER</p> <p>DATE CODE  CU. FT.  GR. WT.  NUMBER OF PIECES  COUNTRY OF ORIGIN</p> </div>	<div data-bbox="1742 536 2011 788"> <p>PRICE BOOK NAME</p> <p>DESCRIPTION</p> <p>SKN NUMBER</p> <p>ITEM NUMBER</p> <p>NUMBER OF PIECES</p> </div>
<b>JAPAN</b> <b>(DC - KOBE - 4601)</b>	<div data-bbox="745 936 1456 1265"> <p><b>TRU JAPAN IMPORT</b></p>  <p>4601 KOBE, JAPAN  PRICE BOOK NAME  DESCRIPTION</p> <p>PURCHASE ORDER NUMBER 46-  CARTON NUMBER      OF  SKN NUMBER  ITEM NUMBER</p> <p>DATE CODE  CBM.  GR. WT.  NUMBER OF PIECES  COUNTRY OF ORIGIN</p> </div>	<div data-bbox="1742 936 2011 1189"> <p>PRICE BOOK NAME</p> <p>DESCRIPTION</p> <p>SKN NUMBER</p> <p>ITEM NUMBER</p> <p>NUMBER OF PIECES</p> </div>

<b>JAPAN</b> <b>(DC - TOKYO - 4701)</b>	<div data-bbox="745 121 1456 451"> <p><b>TRU JAPAN IMPORT</b></p>  <p>4701 TOKYO, JAPAN  PRICE BOOK NAME  DESCRIPTION      DATE CODE  PURCHASE ORDER NUMBER 47-      CBM.  CARTON NUMBER      OF      GR. WT.  SKN NUMBER      NUMBER OF PIECES  ITEM NUMBER      COUNTRY OF ORIGIN</p> </div>	<div data-bbox="1742 121 2013 373"> <p>PRICE BOOK NAME  DESCRIPTION  SKN NUMBER  ITEM NUMBER  NUMBER OF PIECES</p> </div>
<b>TRU GLOBAL IMPORTS</b> <b>BV</b>	<div data-bbox="745 515 1456 845"> <p><b>TRU GLOBAL IMPORT</b></p>  <p>PRICE BOOK NAME  DESCRIPTION      DATE CODE  PURCHASE ORDER NUMBER 71-      CBM.  CARTON NUMBER      OF      GR. WT.  SKN NUMBER      NUMBER OF PIECES  ITEM NUMBER      COUNTRY OF ORIGIN</p> </div>	<div data-bbox="1742 515 2013 767"> <p>PRICE BOOK NAME  DESCRIPTION  SKN NUMBER  ITEM NUMBER  NUMBER OF PIECES</p> </div>
<b>SPAIN</b>	<div data-bbox="745 914 1456 1264"> <p><b>TRU SPAIN IMPORT</b></p>  <p>3401 MADRID, SPAIN  VIA VALENCIA  PRICE BOOK NAME  DESCRIPTION      DATE CODE  PURCHASE ORDER NUMBER 34-      CU. FT.  CARTON NUMBER      OF      GR. WT.  SKN NUMBER      NUMBER OF PIECES  ITEM NUMBER      COUNTRY OF ORIGIN</p> </div>	<div data-bbox="1742 914 2013 1166"> <p>PRICE BOOK NAME  DESCRIPTION  SKN NUMBER  ITEM NUMBER  NUMBER OF PIECES</p> </div>

<b>UNITED KINGDOM</b>	<div data-bbox="763 127 1462 489"> <p style="text-align: center;"><b>TRU UK IMPORT</b></p> <div style="text-align: center;">  <p>TUK</p> </div> <p style="text-align: center;">3601 MAIDENHEAD, UNITED KINGDOM VIA PORT OF FELIXSTOWE / SOUTHAMPTON, UK</p> <p style="text-align: center;">PRICE BOOK NAME DESCRIPTION</p> <table border="0" style="width: 100%;"> <tr> <td>PURCHASE ORDER NUMBER 36-</td> <td>DATE CODE</td> </tr> <tr> <td>CARTON NUMBER</td> <td>CU. FT.</td> </tr> <tr> <td>SKN NUMBER</td> <td>GR. WT.</td> </tr> <tr> <td>ITEM NUMBER</td> <td>NUMBER OF PIECES</td> </tr> <tr> <td></td> <td>COUNTRY OF ORIGIN</td> </tr> </table> </div>	PURCHASE ORDER NUMBER 36-	DATE CODE	CARTON NUMBER	CU. FT.	SKN NUMBER	GR. WT.	ITEM NUMBER	NUMBER OF PIECES		COUNTRY OF ORIGIN	<div data-bbox="1742 127 2013 371"> <p>PRICE BOOK NAME</p> <p>DESCRIPTION</p> <p>SKN NUMBER</p> <p>ITEM NUMBER</p> <p>NUMBER OF PIECES</p> </div>
PURCHASE ORDER NUMBER 36-	DATE CODE											
CARTON NUMBER	CU. FT.											
SKN NUMBER	GR. WT.											
ITEM NUMBER	NUMBER OF PIECES											
	COUNTRY OF ORIGIN											



## LISTING OF DEPARTMENT NAMES For USA

The following listing is used as a reference for marking export carton purpose.

<u>DEPT#</u>	<u>NAME</u>	<u>DEPT#</u>	<u>NAME</u>	<u>DEPT#</u>	<u>NAME</u>
01	Imaginarium	34	Fashion Dolls	70	Junior Wheel Goods
02	Licensed Electronics	36	Tween & Licensed T-Shirts	71	Bikes
03	TRU Direct Only	37	Food & Formula	72	Furniture
04	Video Game Systems	38	Infant Care & Safety	73	Large Dolls
05	Store Direct	39	Infant Bedding	74	Gear On The Go
06	Movies / Music	40	Softhome /Gift/Room decor	75	Gear & Furniture
07	Environmental Playsets	44	Apparel	76	Kids Furniture
08	Musical Instruments	45	Infant Basics	77	Consumables & Infant Care
09	Video Game Accessories	46	Sleepwear	78	Learning
10	ASOTV	47	Infant NB Boy	79	Battery Powered Vehicles
11	Action Figures	48	Infant NB Girl	80	Seasonal
12	Boy's Action Play	49	Bags	81	Sports Equipment
13	Books Are Us	50	Check Lanes	82	Game / Sport Card Collectibles
14	Portable Electronics	52	Infant Furniture	83	Toy Sports
15	Batteries	53	Maternity	84	Skating
16	FAO	54	Preschool	85	Express Unique
17	Diecast Cars / Action Vehicles	55	Construction Toy	86	HBA
18	Trucks	56	Electronics & Entertain	87	Core
20	Handheld Software	57	Infant Toys	88	Small Toy Markdown
22	Educational Electronics	58	Gear In Home	89	Science
23	Games	59	Feeding and Mom Accessories	90	Bike Accessories
24	Candy	60	Easter / Valentines	91	Party Favors
25	Video Game Software	61	Halloween	92	Puzzles
26	Diapers & Wipes	62	Pool / Water Toys	93	Preschool Activities
27	Seasonal Candy	63	Creative Activities	94	R Us Plush
29	Collectibles & Dollhouses	64	Snow	95	Promo Plush
30	Girls Role Play & Dress Up	65	Outdoor Play Equipment	96	Radio / Remo / Batt Op Vehicle
31	Kitchens and Food Play	67	Christmas & Chanukah	97	Premiums
32	Barbie & Accessories	68	Nursery	98	Times Square Store
33	Greeting Cards and Wrap	69	Garden & Sand Toys		

## LISTING OF CATEGORY NAME FOR CANADA

The following listing is used as a reference for marking export carton purpose.

<b><u>Category#</u></b>	<b><u>NAME</u></b>	<b><u>Category#</u></b>	<b><u>NAME</u></b>	<b><u>Category#</u></b>	<b><u>NAME</u></b>
01	Imaginarium	36	Girls Lifestyle Toys	74	Baby Gear
02	Home Electronics	37	Food & Formula	76	Bulk Furniture
04	Video Game Systems	38	Infant Care	79	Battery Powered Vehicles
06	Videos	39	Bedding	81	Sportsballs / Outdoor Games
07	Environmental Playsets	40	Bath & Misc.	82	Sports Cards / Collectibles
09	Video Game Accessories	41	Spring / Summer Clothing	83	Toy Sports
11	Action Figures	42	Fall / Winter Clothing	84	Skates
12	Boys Playsets	43	Carter's	86	HBA
13	Books R Us	44	Sleepwear & Layette	88	Promotional Item
15	Batteries	49	Thyme Maternity	89	Science
17	Diecast / Action Vehicles	52	Wood Furniture	90	Bike Accessories
18	Trucks	53	Gifts	91	Party Favours
20	Crafts	54	Preschool	92	Puzzles
21	TV Games	55	Construction Toys	93	Preschool Activity
22	Educational Electronics	57	Infant Toys	94	Non-licensed Plush
23	Games	58	Room Decor	95	Licensed Plush
24	Candy	59	Miscellaneous Juvenile	96	Radio / Remote / Gas V
25	Video Game Software	60	Easter / Valentines	98	Register / Promotional
26	Diapers / Wipes	61	Halloween		
27	Models	62	Pool / Water Toys		
28	Computer Software	63	School Supplies		
29	Collectibles	64	Snow		
30	Infant / Toddler Dolls	65	Outdoor Play Equipment		
31	Dishes / Food / Appliances	67	Christmas & Chanukah		
32	Barbie & Accessories	69	Garden & Sand Toys		
33	Greeting Cards	70	Junior Wheel Goods		
34	Basic Fashion Dolls	71	Bicycles		
35	Tween Lifestyle	73	Promoted Infant / Toddler Dolls		

## LISTING OF CATEGORY NAME FOR AUSTRALIA

The following listing is used as a reference for marking export carton purpose.

CAT#	CATEGORY NAME	CAT#	CATEGORY NAME	CAT#	CATEGORY NAME
1	LEARNING CENTRE	32	BARBIE	65	OUTDOOR PLAY EQUIP
2	HOME ELECTRONICS	33	GREETING CARDS	67	CHRISTMAS & CHANUKAH
3	MUSIC	34	BASIC FASHION DOLLS	68	COLORING BOOKS/CRAYONS
4	VIDEO GAME SYSTEMS	35	GIRLS WORLD	69	GARDEN & SAND TOYS
5	MINI/RAG DOLLS & ACC	36	GIRLS LIFESTYLE TOYS	70	JUNIOR WHEEL GOODS
6	VHS & DVD	37	FOOD & FORMULA	71	BIKES
7	ENVIRONMENTAL PLAYSETS	38	INFANT FEEDING & SAFETY	73	PROMOTED INFANT/TODDLER DOLLS
8	DOLLAR WALL	39	INF BED/PAD/LAYETTE	74	INFANT TICKET HARDGOODS
9	VIDEO GAME ACCESSORIES	40	NAPPY BAGS\BIBS\TOWELS	75	BABIES R US ONLY
10	BROWN GOODS	41	INFANT CLOTHING	76	TODDLER FURNITURE
11	ACTION FIGURES	42	BRANDED CLOTHS	77	NTH QLD BIKES/HOBBIES
12	BOYS PLAYSETS/GUNS	43	SPORTS APPAREL	78	PLAYMOBIL
13	BOOKS	44	ACCESSORIES	79	BATT.POWER/PEDAL VEHICLES
14	ROADRACE & TRAINSETS	45	FALL READY TO WEAR	80	REAL SPORTS
15	BATTERIES	46	COMPUTER HARDWARE	81	SPORTSBALLS
16	TRAIN SETS & ACCESSORIES	49	HOSIERY/FOOTWR/UNDERWEAR	82	COLLECTABLES
17	DIECAST CARS/ACTION	50	LITTLE TIKES CLOTHING	83	TOY SPORTS
18	TRUCKS	51	SLEEPWEAR	84	SCOOTERS/SKATES
19	ELECTRONIC GAMES	52	NURSERY WOODEN FURNITURE	86	HEALTH & BEAUTY AIDS
20	CRAFTS	53	GIFTWARE	87	TICKET MARKDOWN
21	FILM AND CAMERAS	54	PRESCHOOL	88	SMALL TOY MARKDOWN
22	EDUCATIONAL ELECTRONICS	55	CONSTRUCTION	89	SCIENCE
23	GAMES	57	INFANT TOYS	90	BIKE ACCESSORIES
24	CANDY	58	INFANT TOY & ROOM DECOR	91	PARTY FAVORS
25	VIDEO GAME SOFTWARE	59	MISCELLANEOUS JUVENILE	92	PUZZLES
26	NAPPIES	60	EASTER/VALENTINES	93	PRESCHOOL ACTIVITY
27	MODELS	61	HALLOWEEN	94	ANIMAL ALLEY
28	COMPUTER SOFTWARE	62	POOL/WATER TOYS	95	PLUSH
29	COLLECTIBLES	63	SCHOOL SUPPLIES	96	RADIO/REMOTE/GAS VEHICLES
30	INFANT/TODDLER DOLLS	64	SNOW	97	PREMIUMS
31	DISHES/FOOD/APPLIANCES			98	REGISTER/PROMOTIONAL

**LISTING OF CATEGORY NAME (For International Countries (except Australia & Canada))**

The following listing is used as a reference for marking export carton purpose.

<b><u>Category#</u></b>	<b><u>NAME</u></b>	<b><u>Category#</u></b>	<b><u>NAME</u></b>	<b><u>Category#</u></b>	<b><u>NAME</u></b>
01	Imaginarium	30	Infant / Toddler Dolls	65	Outdoor Play Equipment
02	Consumer Electronics	31	Dishes / Food / Appliances	67	Christmas & Chanukah
03	TRU Direct Only	32	Barbie & Accessories	69	Sand and Garden Toys
04	Video Game Systems	33	Greeting Cards and Wrap	70	Junior Wheel Goods
05	Store Direct	34	Basic Fashion Dolls	71	Bikes
06	Movies / Music	36	Girls Lifestyle Toys	72	Buyback Software
07	Environmental Playsets	37	Food & Formula	73	Promoted Inf / Tod Dolls
08	Music and Audio	38	Infant Care	74	Baby Gear
09	Video Game Accessories	39	Infant Bedding	76	Kids Furniture
11	Action Figures	40	Bath/Bags/Bibs/Gift	79	Battery Powered Vehicles
12	Boy's Playsets	41	Non Combo Stores	81	Sports Equipment
13	Books Are Us	42	For Item Moves	82	Game / Sport Card Collectibles
14	Electronic Accessories	44	Clothing	83	Toy Sports
15	Batteries / Film	49	Team Apparel	84	Skating
16	Kidsruscom	50	Check Lanes	85	Outdoor Activities
17	Diecast Cars / Action Vehicles	52	Wooden Furniture - BRU	86	HBA
18	Trucks	53	Giftware Baby - BRU	88	Small Toy Markdown
20	Handhelds	54	Preschool	89	Science
21	TV Game	55	Construction Toy	90	Bike Accessories
22	Educational Electronics	57	Infant Toys	91	Party Favors
23	Games	58	Juvenile Room Decor	92	Puzzles
24	Candy	59	Baby & Toddler Accessories	93	Preschool Activities
25	Video Game Software	60	Easter / Valentines	94	Animal Alley
26	Diapers & Wipes	61	Halloween	95	Promo Plush
27	Models & Hobbies	62	Pool / Water Toys	96	Radio / Remo / Batt Op Vehicle
28	Computer Software	63	Creative Activities	97	Premiums
29	Collectible	64	Snow	98	Register / Promotion

## SECTION 7                      PAYMENT INSTRUCTIONS

### U.S.A.

#### 1) OPEN ACCOUNT

Submit the following negotiable documents along with covering letter (on page 130) to the address below as early as possible:

APL Logistics Shenzhen Branch  
3/F, Administrative Building, Lot 15B, Mingzhu Road  
Yantian Port, Shenzhen, China  
Postal Code: 518083  
Attn: TRU team

Chinese address: 美集物流运输(中国)有限公司深圳分公司  
深圳市盐田港明珠大道 15 号区 B 行政楼三楼  
邮政编码 518083  
操作部 - TRU team 收

	<u>ORIGINAL</u>	<u>COPIES</u>
a) Commercial Invoice	1	0
b) Packing List	1	0
c) Forwarder Cargo Receipt	1	0

- Please sort the required payment documents as per following order (from top to bottom):

1) Cover Letter 2) Original Commercial Invoice 3) Packing List 4) Original FCR

- Please sort payment documents according to ascending order of PO number if you send more than one set of payment documents to us at a time.  
(please also list PO number in ascending order on cover letter)
- Kindly ensure the invoice number and amount for presenting to DHL for shipment booking and APLL for payment settlement are the SAME and do not use duplicate invoice number.
- Combine Invoice & Packing List on one document is acceptable (see specimen on page 136).
- TRU will telegraphically transfer (TT) payment directly to vendor's bank account according to the agreed payment terms. Payment terms are calculated base on the receipt of clean payment documents at APLL office
- Please type your bank information on your letterhead for any updates and return it to APLL (Attn: Grace Chan– grace\_chan@apllogistics.com). Kindly refer to Specimen Form Section 9 for details. Do not send bank info to APLL repeatedly unless there is an update.

- Kindly note that the PO vendor name must match the beneficiary name. Any vendor name discrepancy may lead to delay of payment.
- Should there be any vendor name changes for the US; please find the below requirements for either a legal entity name change or correction of name within the TRU system.
- **Legal Entity Vendor Name Change:**
  - Letter on company letterhead providing:
    - a legal explanation for the name change
    - the new legal entity name
    - and the TRU Resource Number (vendor number) of the account.
  - Certificate of Name Change from jurisdiction of incorporation
  - Certificate of Merger (if name change is result of merger transaction)
  - Updated Certificate of Insurance showing legal entity name
- **Correction of Vendor Name:**
  - Letter on company letterhead stating:
    - why the name is incorrect
    - the correct legal entity name
    - and the TRU Resource Number (vendor number) of the account.
  - Certificate of Insurance showing the correct legal entity name.

Please return the required documents to:

**Toys “R” Us  
Vendor Request  
Terrace Building 2<sup>nd</sup> Floor T2N031  
One Geoffrey Way  
Wayne, NJ 07470**

Should you have any questions or need further assistance, please contact [vendor\\_request@toysrus.com](mailto:vendor_request@toysrus.com).

- In accordance with TRU shipping manual, we charge vendors for the additional ocean freight charges if the actual loading volume is greater than what vendor has quoted. Here is the formula:

Additional ocean freight chargeback per piece:

US\$(cu.ft. on FCR – cu.ft. on Item Master) x Ocean F. Rate / no. of piece in each carton  
= US\$ per piece (correct to 2 decimal places)

The Total Add. Ocean F. C/B:

US\$ per piece x total quantity  
= US\$ sum (correct to nearest dollar)

- To avoid the additional ocean freight chargeback in the future, please go into TRU Enterprise Data Quality (EDQ) to update the correct carton dimensions. Afterwards, follow up with TRU buyer for carton cube change approval while planner issue PO Change to update the current PO with the new cube dimensions from EDQ.
- If you have any dispute against Additional Ocean Freight Chargeback and/or Late Shipment Penalty, please send email to Vendor Compliance Department at [VendorCompliance@toysrus.com](mailto:VendorCompliance@toysrus.com).
- Should you have any inquiries on Outstanding Balance Letter, please contact Nerses Melkonian at [Nerses.Melkonian@toysrus.com](mailto:Nerses.Melkonian@toysrus.com).
- For details of ITM / ITC deduction, please use Enterprise Data Quality (EDQ) and forward all questions and concerns to [item@toysrus.com](mailto:item@toysrus.com) for further assistance.
- PLM (Product Lifecycle Management) charge on your trial balance is for our Product Lifecycle Management system used by Private Brands to develop product. Vendors do pay a fee for access to the system as well as get charged annually for maintaining access. They sign a release form authorizing that payment. Toys "R" Us will deduct from next available payment to vendor a non-refundable one-time fee of \$ 3,000.00 (the "Program Fee"). Each year thereafter, the vendor will require to pay a non-refundable Annual program fee of \$ 575.00 (the "Annual Program Fee"). Please contact [plm@toysrus.com](mailto:plm@toysrus.com) if you have any questions.
- TRU US launched a new program that allows approved invoices to be eligible for early payment at a discount. If there is an interest in utilizing this program, please contact [quickpay@toysrus.com](mailto:quickpay@toysrus.com) or call 1-888-543-8480.
- \$38.00 bank fee is standard for USA Open Account processing, per transaction, applied to all vendors.
- To obtain the payment and deduction details, please click this link: [www.truchinaportal.com](http://www.truchinaportal.com).
- APLL A/P Team contact information:  
Susan Wei – [susan\\_wei@apllogistics.com](mailto:susan_wei@apllogistics.com)  
Tel# 86-755-22171171  
  
Felix Lin – [felix\\_lin@apllogistics.com](mailto:felix_lin@apllogistics.com)  
Tel# 86-755-22171098

## INTERNATIONAL COUNTRIES:

### CANADA

#### 1) OPEN ACCOUNT

Submit the following negotiable documents along with covering letter (on page 130) to the address below as early as possible:

APL Logistics Shenzhen Branch  
3/F, Administrative Building, Lot 15B, Mingzhu Road  
Yantian Port, Shenzhen, China  
Postal Code: 518083  
Attn: TRU team

Chinese address: 美集物流运输(中国)有限公司深圳分公司  
深圳市盐田港明珠大道 15 号区 B 行政楼三楼  
邮政编码 518083  
操作部 - TRU team 收

	<u>ORIGINAL</u>	<u>COPIES</u>
a) Commercial Invoice	1	0
b) Canada Customs Invoice (see Specimen Form Section 10)	1	0
d) Original Cargo Receipt	1	0

- Please sort the required payment documents as per following order (from top to bottom):

1) Cover Letter 2) Original Commercial Invoice 3) Original of Canada Customs Invoice 4) Original FCR

- Please sort payment documents according to ascending order of PO number if you send more than one set of payment documents to us at a time. (please also list PO number in ascending order on cover letter)
- Kindly ensure the invoice number for presenting to DHL for shipment booking and APLL for payment settlement is the SAME.
- Please do not use duplicate invoice number and punctuation “ ” ; ’ , as part of invoice number. Invoice number with more than 10 characters is not allowed.
- Combine Invoice & Canada Customs Invoice on one document is acceptable, but please make sure all required information on CCI must be included on commercial invoice. For more details, please refer to specimen on page 137)
- Please provide one covering letter only for one batch of payment documents (multiple sets of payment documents for same country)
- Please provide separate covering letter for different TRU countries.



- Please DO NOT send open account payment documents to TRU CANADA for payment directly.
- Kindly fill in TRU International Country bank information form (see specimen on page 132) and return it to APLL if you are a new vendor for TRU. Please DO NOT send bank info to APLL repeatedly unless there is an update.
- Kindly note that the PO vendor name must match the beneficiary name.
- If the beneficiary name is different from the PO Company name, please indicate “Invoice is payable to the Beneficiary Company.” on the invoice.
- To obtain the payment and deduction details, please click this link: [www.truchinaportal.com](http://www.truchinaportal.com).
- TRU will telegraphically transfer (TT) payment directly to vendor's bank account according to the agreed payment terms. Payment terms are calculated base on the receipt of clean payment documents at APLL office
- APLL A/P Team contact information:  
Tracy Pan – [tracy\\_pan@apllogistics.com](mailto:tracy_pan@apllogistics.com)  
Tel# 86-755-22171194

## JAPAN

### 1) OPEN ACCOUNT

Submit the following negotiable documents along with covering letter (on page 130) to the address below as early as possible:

APL Logistics Shenzhen Branch  
3/F, Administrative Building, Lot 15B, Mingzhu Road  
Yantian Port, Shenzhen, China  
Postal Code : 518083  
Attn: TRU team

Chinese address: 美集物流运输(中国)有限公司深圳分公司  
深圳市盐田港明珠大道 15 号区 B 行政楼三楼  
邮政编码 518083  
操作部 - TRU team 收

	<u>ORIGINAL</u>	<u>COPIES</u>
a) Commercial invoice	1	0
b) Packing list	1	0
c) Cargo receipt	1	0

- Please sort the required payment documents as per following order (from top to bottom):

1) Cover Letter 2) Original Commercial Invoice 3) Original Packing List 4) Original FCR

- Please sort payment documents according to ascending order of PO number if you send more than one set of payment documents to us at a time. (Please also list PO number in ascending order on cover letter)
- Please do not print Commercial invoice and Packing List in double sided.
- Kindly ensure the invoice number for presenting to DHL for shipment booking and APLL for payment settlement is the SAME and do not use duplicate invoice number.
- Provide one covering letter only for one batch of payment documents (multiple sets of payment documents for same country)
- Please provide separate cover letter for different TRU countries.
- Please DO NOT send open account payment documents to TRU Japan for payment directly.
- Please fill in TRU International Country bank information form (see specimen on page 132) and return it to APLL and TRU JAPAN. If you are a new vendor, please DO NOT send bank info to us repeatedly unless there is an update.

- Kindly note that the PO vendor name must match the beneficiary name.
- To obtain the payment and deduction details, please click this link: [www.truchinaportal.com](http://www.truchinaportal.com).
- APLL A/P Team contact information:  
Sophie Su – [sophie\\_su@apllogistics.com](mailto:sophie_su@apllogistics.com)  
Tel# 86-755-22171172
- TRU will telegraphically transfer (TT) payment directly to vendor's bank account according to the agreed payment terms. Payment terms are calculated base on the receipt of clean payment documents at APLL office
- TRU only accept 2 decimal point on unit price and invoice amount.

## 2) LETTER OF CREDIT

If a Letter of Credit is issued for payment, the L/C will be opened to the exact name and address supplied to us on your offer sheet. You must adhere to conditions and terms as indicated on the L/C.

## AUSTRALIA

### 1) OPEN ACCOUNT

Submit the following negotiable documents along with covering letter (on page 130) to the address below as early as possible:

APL Logistics Shenzhen Branch  
3/F, Administrative Building, Lot 15B, Mingzhu Road  
Yantian Port, Shenzhen, China  
Postal Code: 518083  
Attn: TRU team

Chinese address: 美集物流运输(中国)有限公司深圳分公司  
深圳市盐田港明珠大道 15 号区 B 行政楼三楼  
邮政编码 518083  
操作部 - TRU team 收

	<u>ORIGINAL</u>	<u>COPIES</u>
a) Commercial invoice	1	0
b) Cargo receipt	1	0

- Please sort the required payment documents as per following order (from top to bottom):

1) Cover Letter 2) Original Commercial Invoice 3) Original FCR

- Please sort payment documents according to ascending order of PO number if you send more than one set of payment documents to us at a time. (please also list PO number in ascending order on cover letter)
- Kindly ensure the invoice number for presenting to DHL for shipment booking and APLL for payment settlement is the SAME and do not use duplicate invoice number.
- Invoice number with more than 10 characters is not allowed.
- Provide one covering letter only for one batch of payment documents (multiple sets of payment documents for same country)
- Please provide separate cover letter for different TRU countries.
- Please DO NOT send open account payment documents to TRU Australia for payment directly.
- TRU will telegraphically transfer (TT) payment directly to vendor's bank account according to agreed payment terms. Payment terms are calculated base on the receipt of clean payment documents at APLL office.

- Please fill in TRU International Country bank information form (see specimen on page 132) and return it to APLL if you are a new vendor for TRU. Please DO NOT send bank info to APLL repeatedly unless there is an update.
- Kindly note that the PO vendor name must match the beneficiary name.
- To obtain the payment and deduction details, please click this link: [www.truchinaportal.com](http://www.truchinaportal.com).
- APLL A/P Team contact information:  
Sonia Jiang – [sonia\\_jiang@apllogistics.com](mailto:sonia_jiang@apllogistics.com)  
Tel# 86-755-22171197

## 2) LETTER OF CREDIT

If a Letter of Credit is issued for payment, the L/C will be opened to the exact name and address supplied to us on your offer sheet. You must adhere to conditions and terms as indicated on the L/C.

## TRU GLOBAL IMPORTS BV, France, Germany, Spain and UK

### 1) OPEN ACCOUNT

Submit the following negotiable documents along with covering letter (on page 130) to the address below as early as possible:

APL Logistics Shenzhen Branch  
3/F, Administrative Building, Lot 15B, Mingzhu Road  
Yantian Port, Shenzhen, China  
Postal Code : 518083  
Attn: TRU team

Chinese address: 美集物流运输(中国)有限公司深圳分公司  
深圳市盐田港明珠大道 15 号区 B 行政楼三楼  
邮政编码 518083  
操作部 - TRU team 收

	<u>ORIGINAL</u>	<u>COPIES</u>
a) Commercial invoice	1	0
b) Cargo receipt	1	0

- Please sort the required payment documents as per following order (from top to bottom):

1) Cover Letter 2) Original Commercial Invoice 3) Original FCR

- Please sort payment documents according to ascending order of PO number if you send more than one set of payment documents to us at time.  
(please also list PO number in ascending order on cover letter)
- Kindly ensure the invoice number for presenting to DHL for shipment booking and APLL for payment settlement is the SAME and do not use duplicate invoice number.
- Combine Invoice & Packing List on one document is acceptable.(see specimen on page 136)
- Provide one covering letter only for one batch of payment documents (multiple sets of payment documents for same country)
- Please provide separate cover letter for different TRU countries.
- Please DO NOT send open account payment documents to TRU country for payment directly.

- TRU will telegraphically transfer (TT) payment directly to vendor's bank account according to agreed payment terms. Payment terms are calculated base on the receipt of clean payment documents at APLL office.
- Please fill in TRU International Country bank information form (see specimen on page 132) and return it to APLL if you are a new vendor for TRU. Please DO NOT send bank info to APLL repeatedly unless there is an update.
- Kindly note that the PO vendor name must match the beneficiary name.
- To obtain the payment and deduction details, please click this link: [www.truchinaportal.com](http://www.truchinaportal.com).
- APLL A/P Team contact information:

TRU UK  
Sonia Jiang – soina\_jiang@apllogistics.com  
Tel# 86-755-22171197

TRU Germany, France & Spain-  
Sky Zhou – sky\_zhou@apllogistics.com  
Tel# 86-755-22171173

TRU GLOBAL IMPORTS BV  
Felix Lin - felix\_lin@apllogistics.com  
Tel# 86-755-22171098

## **SECTION 8 ADDRESS & CONTACT INFORMATION**

### **APLL & TOYS "R" US OFFICES**

<b>COUNTRY</b>	<b>ADDRESS</b>	<b>CONTACT INFORMATION</b>		
APLL HONG KONG OFFICE	<b>APL Logistics SCS Hong Kong Limited</b> Suite No. 1908, 19/F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong.	Fax : 852-2827-9786		
		<b>Export Team:</b>		
		<b>Name</b>	<b>APLL Direct line</b>	<b>Email Address</b>
		<b>USA Division:</b>		
		Joyce Moy (Manager)	(852) 2302 7431	joyce_moy@apllogistics.com
		Kathy Chan (Asst. Manager)	(852) 2302 7438	kathy_chen@apllogistics.com
		Maggie Chan	(852) 2302 7440	maggie_chen@apllogistics.com
		<b>International Division:</b>		
		Mandy Lo (Manager)	(852) 2302 7461	mandy_lo@apllogistics.com
		Kezia Kan (Supervisor)	(852) 2302 7459	kezia_kan@apllogistics.com
		– TRU Australia		
		Julianna Moy – TRU Canada	(852) 2302 7502	julianna_moy@apllogistics.com
		Kay Liu – TRU Japan	(852) 2302 7544	kay_liu@apllogistics.com
		Sowell So (Supervisor)		
		– TRU Global Imports BV, Germany	(852) 2302 7451	sowell_so@apllogistics.com
		Josephine Ho – TRU France	(852) 2302 7457	josephine_ho@apllogistics.com
		May Wong – TRU UK	(852) 2302 7454	may_wong@apllogistics.com
		Eve Lau – TRU Spain	(852) 2302 7455	eve_lau@apllogistics.com
		<b>Accounts Payable Team</b>		
		Crystal Chan (Manager)	(852) 2302 7516	Crystal_chen@apllogistics.com
		Janice Wong (Supervisor) - USA Payment	(852) 2302 7522	janice_wong@apllogistics.com
		Grace Chan -USA Payment	(852) 2302 7536	Grace_chen@apllogistics.com



**APLL SHENZHEN  
OFFICE**

APL Logistics Shenzhen Branch  
3/F, Administrative Building, Lot 15B, Mingzhu  
Road, Yantian Port, Shenzhen, China. Postal  
Code : 518083

**Address in Chinese:**

美集物流运输(中国)有限公司深圳分公司  
深圳市盐田港明珠大道 15 号区 B 行政楼三楼 邮  
政编码 518083

**Fax:** 86-755-2528 0797

**Account Payable Team**

<b>Name</b>	<b>APLL Direct line</b>	<b>Email Address</b>
Wilson Yuan (Assistant Manager) - All countries	86-755-2217 1183	wilson_yuan@apllogistics.com
Susan Wei - USA Payment	86-755-2217 1171	Susan_wei@apllogistics.com
Felix Lin – USA, TRU Global Imports BV Payment	86-755-2217 1098	Felix_lin@apllogistics.com
Sophie Su - Japan Payment	86-755-2217 1172	Sophie_su@apllogistics.com
Tracy Pan - Canada Payment	86-755-2217 1194	Tracy_pan@apllogistics.com
Sonia Jiang – Australia, UK Payment	86-755-2217 1197	sonia_jiang@apllogistics.com
Sky Zhou – Germany, France & Spain Payment	86-755-2217 1173	Sky_zhou@apllogistics.com

**Toys R Us  
(USA Head Office)**

Toys R Us – Delaware, Inc DBA Toys R Us  
One Geoffrey Way, Wayne,  
New Jersey 07470 - 2030, U.S.A.

**Phone :** (973) 617-5931  
**Fax :** (973) 617-4017  
**Contact:** Jennifer Yelle – Director Quality Assurance

**Franchise Division**

**Phone :** (973) 617-5162  
**Fax :** (973) 617-4012  
**Contact:** Scott Bruffy - Director - Franchise Operation

**Logistics Department**

**Phone :** (973) 617-5869  
**Fax :** (973) 617-4025  
**Contact:** Joe Gallinoto - Vice President, Worldwide Transportation  
**Phone :** (973) 617-4806  
**Fax :** (973) 617-4025  
**Contact:** Todd Zaninelli - Director of International Logistics

**Return Goods  
Department**

**Phone :** (973) 617-3452  
**Fax :** (973) 617-3028  
**Contact:** Hema Karkare

<b>COUNTRY</b>	<b>ADDRESS</b>	<b>CONTACT INFORMATION</b>
Toys R Us (China) Ltd	7/F CTS Tower, No. 4011 Shennan Boulevard, Futian District, Shenzhen, P.R. China 518048	Phone : (86) 755 3698 5380 ext. 383 Contact: Yvonne Chen – Logistics Supervisor Email: DL-CSO-Logistics@toysrus.com
Toy R Us CANADA	Toys “R” Us (Canada) Ltd. 2777 Langstaff Road, Concord, Ontario L4K 4M5, Canada	Phone : (905) 660-2000 Fax : (905) 660-2068 Contact: Wayne Griffiths - Manager, Imports and Traffic Suzanne Paul- Import Coordinator  Phone : (905) 660-2000 Fax : (905) 660-2020 Contact: Ziva Atlas - A/P Merchandise Manager  Phone : (905) 660-2001 Fax : (905) 660-2070 Contact: Courtney Vassel - Return Goods Defective Department
Toy R Us AUSTRALIA	Toys “R” Us (Australia) Pty Ltd. Block G, Commercial Drive, Regents Park Estate, 391 Park Road, Regents Park, N.S.W. 2143, Australia	Phone : (61) 2-9794-8912 Fax: (61) 2-9794 8991 - Logistics Department Contact: Levent Nuhoglu - Logistics Manager  Phone: (61) 2-9794 8977 Fax: (61) 2 9744 3223 – Accounts Payable Department Contact: Steve Wood -- Financial Controller Vanessa Ellis – Account Payable Supervisor
Toy R Us FRANCE	Toys “R” Us France 2, Rue Thomas - Edison, La Remise Lisses, 91044 - Evry Cedex, France	Phone : (1) (60) 76 83 00 Fax : (1) (60) 86 24 48 Contact: Sylvie Colomb - Import & Quality Assurance Manager  Phone : (91) 887 8350 Fax : (91) 887 8273 Contact: Marta Dominguez - Financial Shared Service Centre (locate in Spain)  Phone : (+34) 91 887 83 53 Fax : (91) 887 8334 Contact: Maite Colmenero - AP Senior Supervisor

COUNTRY	ADDRESS	CONTACT INFORMATION
Toy R Us GERMANY	Toys "R" Us GmbH Koehlstrasse 8, 50827 Koeln, Germany	<p>Phone : (221) 597 20  Fax : (221) 597 2170  Contact: Frank Jonke - Director Logistics  Michael Pfeiffer - Import Department  Gregor Schmitz - Manager Customs</p> <p>Phone : (221) 597 2467  Fax : (221) 597 2177  Contact: Joachim Felix - Quality Assurance Manager</p> <p>Phone : (221) 597 2340  Fax : (221) 597 2159  Contact: Frank Roggendorf - Accounts Payable Department</p>
Toy R Us JAPAN	Toys "R" Us - Japan Ltd. Muza Kawasaki Central Tower 25th Floor 1310 Omiya-Cho, Saiwai-Ku, Kawasaki-Shi, Kanagawa, 212-8566 Japan	<p>Phone : 81 (44) 388 8035  Fax : 81 (44) 549 9103  Contact: Natsuko Miyamoto - Import Manager  Emiko Takashiro – Import Coordinator</p> <p>Phone : 81 44 549 9074  Fax : 81 44 549 9035  Contact : Yumi Yasokawa - Accounts Payable Department</p>
Toy R Us SPAIN	Toys "R" Us Iberia, S A N-II Salida 23-Ctra., M-300 Km. 29.800, Alcalá De Henares, Madrid, Spain	<p>Phone : (91) 887 8313  Fax : (91) 887 8273  Contact: Sonia Poveda - Import Manager (Phone: 887 8299)  Bianca Doroftei - Import Department (Phone: 887 8300)</p> <p>Phone : (91) 887 8353  Fax : (91) 887 8334  Contact: Maite Colmenero - AP Senior Supervisor</p>
Toy R Us UNITED KINGDOM	Toys "R" Us Ltd. Geoffrey House, Maidenhead Office Park, Westacott Way, Maidenhead, Berkshire SL6 3QH, United Kingdom	<p>Phone : (1628) 41 41 41  Fax : (1628) 41 05 65  Contact: Neil Croffey - Import Manager  Janet O'Connor - Head of Quality Assurance  McGreevy, Martin – Accounts Payable Manager  Maskell, Alison - Assistant Accounts Payable Manager</p>
Toys R Us Global Import B.V.	TRU Global Imports B.V. Weena 327, 3013 AL Rotterdam, Netherlands	<p>Phone : To be advised  Fax : To be advised  Contact: Richard Paquette – Director TRU New Import Supply Chain</p>

## DHL ISC (HONG KONG) LTD. (DHL) OFFICES

COUNTRY	ADDRESS	CONTACT INFORMATION
HONG KONG Office	DHL ISC (Hong Kong) Limited L21, Tower 1, Kowloon Commerce Centre, No.51 Kwai Cheong Road,, Kwai Chung, New Territories Hong Kong.	Fax : 2407 7016 Ext. 3065 Phone : 2976 3048 Contact: Zoe Tsang Email : <a href="mailto:zoe.tsang@dhl.com">zoe.tsang@dhl.com</a>
HONG KONG Warehouse	DHL International Supply Chain, Hong Kong 10012-10021E, 10thF., ATL Logistics Centre B, Berth 3 Kwai Chung Container Terminal, Kwai Chung, N.T. Hong Kong	Phone : 2765 5850 Fax : 2915 8112 Contact: Herman Shum Email : <a href="mailto:herman.shum@dhl.com">herman.shum@dhl.com</a>
CHINA PORTS: Yantian	DHL International Supply Chain, Yantian Shenzhen Yantian Chang Jiang, Export Commodity Supervise Warehouse, Yantian No. 9 District, Beishan Road, Yantian, Shenzhen, China	Phone : (755) 2527 3288 Fax : (755) 2527 3322 Contact: Benjamin Zha Email : <a href="mailto:benjamin.zha@dhl.com">benjamin.zha@dhl.com</a>

COUNTRY	ADDRESS	CONTACT INFORMATION
Dalian	DHL International Supply Chain, Dalian Room 2110, PingAn Building, No.24 RenMin Road, Zhongshan District Dalian 116001, P.R.C.	Phone : (411) 8253 6720/8253 6705 Fax : (411) 8253 9375 Contact: Mary Miao/ Sherley Yang Email : mary.miao@dhl.com /Sherley.yang@dhl.com
CHINA PORTS: Fuzhou & Xiamen	DHL International Supply Chain, Fuzhou Unit F&G, 29/F, International Plaza No.8 Lu Jiang Road Siming District, 361004 Xiamen, PRC	Phone : (592) 812 0213 / 812 0234/812 0228 Fax : (21)61965291 Contact: Susan Xu / Beryl Li / Ivy Zeng Email : susan.xu@dhl.com / beryl.li@dhl.com / Ivy.zeng@dhl.com
Ningbo	DHL International Supply Chain, Ningbo 7/F, Building A, Pacific Plaza, No.555, Jingjia Road, Ningbo, Zhejiang 315040, P.R.C.	Phone : (574) 2770 0871 / 2770 0727 Fax : 021-61965640 Contact: Megan Wang - Freight Operations Manager/ Bailey Zhou Email : megan.wang@dhl.com / Bailey.zhou@dhl.com
Qingdao	DHL International Supply Chain, Qingdao 17/F, Flagship Mansion, Sunny World, No. 40 Hong Kong Mid Road, Qingdao 266071, P.R. China	Phone : (532) 8077 3567 Fax : (532) 8579 8856 Contact: Quicking Huang - Assistant Manager Email : quicking.huang@dhl.com
Shanghai	DHL International Supply Chain, Shanghai 17/F Orient International Finance Plaza No.318 South Zhongshan Road 200010, Shanghai, China PRC	Phone : (21) 2305 5365 Fax : (21) 2320 1519 Contact: Lisa Zhang Email : lisa.zhangF@dhl.com
Xingang, Tianjin	DHL International Supply Chain, Tianjin 9/F, The Exchange Tower 2 No.189 Nanjing Road, Heping District 300051 Tianjin, P.R.C.	Phone : (22) 8319 5080 ext 609 Fax : (21) 6196 5015 Contact: Richard Sun Email : Richard.Sun@dhl.com
Bangladesh	DHL Global Forwarding Bangladesh Abedin Tower, Level 3 & 4 House No. 35, Kemal Ataturk Avenue Banani C/A, Dhaka 1213 Bangladesh	Phone : 88-02-8811922 Ext 191 Fax : 88-02-8821297 / 8812270 Contact: Yousuf Ali- ISC Manager Email : yousuf.a@dhl.com

COUNTRY	ADDRESS	CONTACT INFORMATION
INDONESIA	PT. DHL Global Forwarding Indonesia Soewarna Business Park Block A LOT 8 Soekarno Hatta International Airport Jakarta 19110 - INDONESIA	Phone : (21) 5591 9914 Fax : (21) 5591 3158 / 3159 Contact: Wachyudi Purwoko- ISC Manager Email : Wachyudi.Purwoko@dhl.com
INDIA	DHL Lemuir Logistics Pvt. Ltd 1st Floor, Block 2 & Block 3, Temple Steps, 184-187, Anna Salai Little Mount, Saidapet Chennai – 600 015	Phone : 91- 44 66201507 Fax : 91- 44 66201600 Contact: Jayashree B Email : jayashree.b@dhl.com
KOREA	DHL Global Forwarding (Korea) Ltd. 12/F, Irae Bldg, 2 Yangpyeongdong, 4-GA, Yeongdeungpo-Gu, Seoul, Korea 150-967	Phone : 82-2-2600-5741 Fax : 82-2-569-0747 Contact: Tracy Kim Email : Tracy.Kim@dhl.com
MALAYSIA Kuala Lumpur	International Supply Chain, Kuala Lumpur Lot 1-8, Persiaran Jubli Perak, Section 22, 40300 Shah Alam, Selangor Darul Ehsan, Malaysia	Phone : (3) 5515 0000 / 5515 0078 Fax : (3) 5192 5343 Contact: Jothy Ramasamy / Jensen Yap Email : jothy.ramasamy@dhl.com / Jensen.kt.yap@dhl.com
Port Penang	International Supply Chain, Penang 3 <sup>rd</sup> Floor, No. 1, Jalan Todak 5, Pusat Bandar Seberang Jaya, 13700 Seberang jaya, Penang, Malaysia	Phone : 60-3-55150078 Fax : (4) 390 3700 Contact: Jensen Yap Email : Jensen.kt.yap@dhl.com
PHILIPPINES	International Supply Chain, Philippines 8F Star Cruises Centre, 100 Andrews Avenue Newport City, Cybertourism Zone, Pasay, Philippines	Phone : (2) 902 3358 Fax : (2) 902 7605 Contact: Myrna De Guzman Email : myrna.deguzman@dhl.com
SINGAPORE	Singapore International Supply Chain 1 Changi South Street 2 Level 4 DHL Distribution Centre Singapore 486760	Phone : 65-6548 9530 Contact: Shiely Buenaventura Email : shiely.buenaventura@dhl.com

COUNTRY	ADDRESS	CONTACT INFORMATION
SRI LANKA	International Supply Chain DHL Global Forwarding Lanka Private Ltd 8 th Floor, SETMIL Complex, 256, Srimath Ramanathan Mawatha, Colombo 15, Sri Lanka.	Phone : (11) 732 1241 / 732 1242 Fax : (11) 732 1258 Contact: Rizwan Rahim / Firnas Fazal Email : Rizwan.Rahim@dhl.com
TAIWAN	International Supply Chain, Taiwan 3FL, No 189 Sec 2 Jiu Zong Road , Neihu District, Taipei City, 11494 Taiwan	Phone : (2) 2509 9999 Ext 6368 Fax : (2) 2516 9119 Contact: L. T. Chen Email : lt.chen@dhl.com
THAILAND	International Supply Chain, Thailand 209 K Tower A, 12 th - 12A th Floor Sukhumvit 21 Road (Asoke), Klongtoey Nua, Wattana, Bangkok 10110 Thailand	Phone : 66 2302 1840 Contact: Nipon Sukpanyalert Email : nipon.sukpanyalert@dhl.com
VIETNAM	International Supply Chain, Vietnam 11th Floor, e-Town 2 Building, 364 Cong Hoa, Ward 13, Tan Binh District, Hochiminh City, Vietnam	Phone : 84 (8) 38123888-ext:550 / 558 Fax : 84 (8) 381 25767 Contact: Phuong Vu Dang / Thai Chan – EU Assistant Manager Email : phuong.vu@dhl.com / thaichan.quach@dhl.com

## KINTETSU WORLD EXPRESS (HK) LTD. OFFICES

(Booking for TRU Japan Shipment ex Hong Kong only)

COUNTRY	ADDRESS	CONTACT INFORMATION																		
HONG KONG Office	KINTETSU WORLD EXPRESS (HK) LTD Ocean Department Gridline 1014E, 1/f., ATL Logistics Center B, Berth 3, Kwai Chung Container Terminal, New Territories, H.K., China	Tel: 852-3655-6610      Fax: 852-2756-8139  <table> <tr> <td><u>Contact</u></td><td><u>Responsible</u></td><td><u>Email Address</u></td></tr> <tr> <td>Garry Yim</td><td>Customer Service</td><td>garry.yim@kwe.com</td></tr> <tr> <td>Elaine Ho</td><td>Customer Service</td><td>elaine.ho@kwe.com</td></tr> <tr> <td>Candy Ho</td><td>Customer Service</td><td>candy.ho@kwe.com:</td></tr> <tr> <td>Hidetaka Nemoto</td><td>General Manager</td><td>hidetaka.nemoto@kwe.com</td></tr> <tr> <td>Jimmy Ng</td><td>Sales representative</td><td>jimmy.ng@kwe.com</td></tr> </table>	<u>Contact</u>	<u>Responsible</u>	<u>Email Address</u>	Garry Yim	Customer Service	garry.yim@kwe.com	Elaine Ho	Customer Service	elaine.ho@kwe.com	Candy Ho	Customer Service	candy.ho@kwe.com:	Hidetaka Nemoto	General Manager	hidetaka.nemoto@kwe.com	Jimmy Ng	Sales representative	jimmy.ng@kwe.com
<u>Contact</u>	<u>Responsible</u>	<u>Email Address</u>																		
Garry Yim	Customer Service	garry.yim@kwe.com																		
Elaine Ho	Customer Service	elaine.ho@kwe.com																		
Candy Ho	Customer Service	candy.ho@kwe.com:																		
Hidetaka Nemoto	General Manager	hidetaka.nemoto@kwe.com																		
Jimmy Ng	Sales representative	jimmy.ng@kwe.com																		

## **TESTING LABORATORIES**

For a complete listing of all Testing Laboratories, please go to our the Global, Product Safety and Compliance Manual located in US Domestic Vendor Reference guide, found our Vendor Extranet. Go to <https://vendorconnect.toysrus.com> .



## **SECTION 9                      SPECIMEN FORMS**

This section contains following specimen forms:

- ◆ Covering letter
- ◆ Bank Information - USA and International Country
- ◆ Accounts Payable Master Form - Australia
- ◆ Canada Customs Invoice - Canada
- ◆ Certification of No Forced or Indentured Child Labor – USA
- ◆ Commercial Invoice/Packing List
- ◆ Commercial Invoice
- ◆ EMC EC Declaration of Conformity - Europe
- ◆ Declaration of Manufacturers EU Entity - Europe
- ◆ Toy Safety EC Declaration of Conformity - Europe
- ◆ Exporter's Statement of Origin - Canada
- ◆ Fumigation Statement – Australia
- ◆ Non-Compliance Chargebacks - Global
- ◆ Packing Declaration (Annual) - Australia (FCL shipment)
- ◆ Packaging Material Weight Report – Europe
- ◆ Specification Change Notice - Japan
- ◆ Global Security Verification (GSV) Certificate - USA
- ◆ General Conformity Certificate (GCC) - USA
- ◆ Use of Shipping Container Codes (SCC) - USA
- ◆ Warranty - Australia

## Must Be On Your Letterhead

### Document Cover Sheet (Sample)

Date :

To: APL Logistics – TRU Team

Attn: Accounts Payable Department

**Re: Payment Documents Submission for TRU** \_\_\_\_\_.  
(Please add the Country Name)

**PO#**

**Invoice #**

XXXXXX

XXXXXXXXXX

XXXXXX

XXXXXXXXXX

XXXXXX

XXXXXXXXXX

XXXXXX

XXXXXXXXXX

---

**Enclosed please find the following payment documents:**

(Please select the documents that you submitted in below table)

<input type="checkbox"/>	<b>1 Original Invoice</b>
<input type="checkbox"/>	<b>1 Original Packing List</b> (USA,TRU GLOBAL IMPORTS BV & Japan USE ONLY)
<input type="checkbox"/>	<b>1 Original Invoice/Packing List</b> (USA, TRU GLOBAL IMPORTS BV & Europe Countries USE ONLY)
<input type="checkbox"/>	<b>1 Canada Customs Invoice</b>
<input type="checkbox"/>	<b>1 Original Forwarder Cargo Receipt</b>

**If there is any question, please feel free to contact:**

Name:\_\_\_\_\_.

TEL#:\_\_\_\_\_.

Email Address:\_\_\_\_\_.

Encl.

**Must Be On Your Letterhead**

Date:

To : APL Logistics SCS Hong Kong Limited

Attn : Crystal Chan

From : \_\_\_\_\_  
(Your Company Name)

Re : Bank Information for TRU USA

Beneficiary Name : \_\_\_\_\_  
(Your Company name which you maintain at your bank)

Beneficiary Address : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Bank : \_\_\_\_\_

Address of Bank : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Account No. : \_\_\_\_\_

Swift Code : \_\_\_\_\_

ABA No. : \_\_\_\_\_

Currency : **USD (U.S. Dollars)**

Comments : \_\_\_\_\_  
\_\_\_\_\_

(Your Company Name)

\_\_\_\_\_  
Authorized Signature  
Title :  
Name of under-signed :  
Email Address ::

## Must Be On Your Company Letterhead

Date:

To: TRU A/P Manager

Please select TRU International country:

☐ TRU Canada - Ziva Atlas (atlasz@toysrus.com )

☐ TRU Germany - Frank Roggendorf (roggendf@toysrus.com)  
Gabriele Weis (weisg@toysrus.com )

☐ \*TRU Australia - A/P department (ausmap@toysrus.com )

☐ TRU France – Maite Colmenero (colmenem@toysrus.com)  
Marifé Berlinches (BerlincM@toysrus.com )

☐ \*TRU Japan - Yumi Yasokawa (yasokawy@fun.toysrus.co.jp)  
Masumi Inoue (Inouem@fun.toysrus.co.jp)

☐ TRU Spain - Maite Colmenero (colmenem@toysrus.com)  
Marifé Berlinches (BerlincM@toysrus.com )

☐ TRU Global Imports BV - Maite Colmenero ([colmenem@toysrus.com](mailto:colmenem@toysrus.com)); Marifé Berlinches (BerlincM@toysrus.com )

☐ TRU UK - Martin McGreevy (mcgreevm@toysrus.com )

cc: APL Logistics - Wilson Yuan (wilson\_yuan@apllogistics.com )

From: \_\_\_\_\_  
(PO Vendor Name)

### Subject: Bank information for TRU - International Country

Beneficiary Name: \_\_\_\_\_  
(Your company name which you maintain at your bank)

Beneficiary Address: \_\_\_\_\_

Name of Bank: \_\_\_\_\_  
(Please provide Branch Name of Bank for TRU Japan)

Address of Bank: \_\_\_\_\_

Bank Account No.: \_\_\_\_\_ A/C Currency: **US Dollars**

Bank No/Transit No. : \_\_\_\_\_

\*Bank Swift Code: \_\_\_\_\_ BIC Number: \_\_\_\_\_

IBAN: \_\_\_\_\_ ABA Number: \_\_\_\_\_

\*Email Address for Remittance Advice: \_\_\_\_\_  
(MANDATORY for TRU Australia)

### Intermediary Bank Information (Optional)

Name of Bank: \_\_\_\_\_

Address of Bank: \_\_\_\_\_

Swift Code: \_\_\_\_\_

Comments: \_\_\_\_\_

(Vendor Company Name)

(For TRU Japan use only)			
Vendor No	Buyer	AP	Approval

\_\_\_\_\_  
Authorized Signature  
Name of under-signed:  
Title: (Manager or above title)  
Email address:

**\*Note: 1. Please note PO Vendor Name must match Beneficiary Name.**

**2. For TRU Canada, Swift Code is required. Failure to provide a swift code will incur a service fee.**

**3. For TRU Australia, please provide email address for Remittance advice & complete Australia Master Form.**

**4. For TRU Japan, please email bank information to: yasokawy@fun.toysrus.co.jp & tsujiif@fun.toysrus.co.jp**

# Accounts Payable Master

## TOYS "R" US AUSTRALIA PTY LIMITED

INSERT / AMEND / DELETE  
(Circle one of above)

Supplies:

GOODS / SERVICES / CONTRACTORS

ABN - Double click on the Link below, enter the suppliers ABN number, Check the Entity name, Print & Attach

ABN WEBSITE (The Link)

Banking Details must be entered on this form & attach a copy of the suppliers' banking details

Supplier Name: \_\_\_\_\_ (xx Char.)

Supplier Contact: \_\_\_\_\_

Address: (Street) \_\_\_\_\_

City/State/Postcode: \_\_\_\_\_

Address: (Postal) \_\_\_\_\_

City/State/Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_

Fax No: \_\_\_\_\_

Email address: \_\_\_\_\_

Payment Terms: \_\_\_\_\_

Credit Limit (\$): \_\_\_\_\_

Currency (if not A\$): \_\_\_\_\_

Supplier No.: \_\_\_\_\_

(Office Use Only)

Australian Business Number (A.B.N) \_\_\_\_\_

Bank Name: \_\_\_\_\_

BSB (SWIFT CODE): \_\_\_\_\_

Bank Account Number: ( Max 9 Digits) \_\_\_\_\_

Bank Account Name: \_\_\_\_\_

Bank Branch Address: \_\_\_\_\_

Email Address (Remittance Advice) \_\_\_\_\_

Reason for New Supplier : \_\_\_\_\_

Requested By: \_\_\_\_\_ Date: \_\_\_\_\_

Divisional Authority: \_\_\_\_\_ Date: \_\_\_\_\_

Accounting Authority: \_\_\_\_\_ Date: \_\_\_\_\_

Note: If payment terms other than 30 Days from statement date,  
please give explanation below;

Payment terms explanation: \_\_\_\_\_

Note: Requestor or delegate to sign "Requested By"

Division Authority For Inventory Supplier - Operations Manager to Sign

For Non-Inventory Supplier - Department Manager or above to Sign



Revenue Canada Revenue Canada  
Customs and Excise Douanes et Accise

CANADA CUSTOMS INVOICE  
FACTURE DES DOUANES CANADIENNES

Pag

of  
de  
of  
-

1. Vendor (Name and Address) / Vendeur (Nom et adresse).  <b>VENDOR THAT STATED ON PURCHASE ORDER</b>		2. Date of Direct Shipment to Canada / Date d'expédition directe vers le Canada	
4. Consignee (Name and Address) / Destinataire (Nom et adresse) <b>TOYS "R" US (CANADA) LTD. 2777 LANGSTAFF ROAD, CONCORD, ONTARIO L4K 4M5, CANADA</b>		3. Other References (Include Purchaser's Order No.) Autres références (inclure le n° de commande de l'acheteur) <b>TRU CANADA'S PURCHASE ORDER NUMBER</b>	
8. Transportation: Give Mode and Place of Direct Shipment to Canada Transport: Préciser mode et point d'expédition directe vers le Canada		5. Purchaser's Name and Address (If other than Consignee) Nom et adresse de l'acheteur (S'il diffère du destinataire)	
		6. Country of Transshipment / Pays de transbordement	
		7. Country of Origin of Goods Pays d'origine des marchandises	
		IF SHIPMENT INCLUDES GOODS OF DIFFERENT ORIGINS ENTER ORIGINS AGAINST ITEMS IN 12. SI L'EXPÉDITION COMPREND DES MARCHANDISES D'ORIGINES DIFFÉRENTES, PRÉCISER LEUR PROVENANCE EN 12.	
		9. Conditions of Sale and Terms of Payment (i.e. Sale, Consignment Shipment, Leased Goods, etc.) Conditions de vente et modalités de paiement (p. ex. vente, expédition en consignation, location de marchandises, etc.) <b>NET 90 DAYS (FOR EXAMPLE)</b>	
		10. Currency of Settlement / Devises du paiement <b>U.S. DOLLARS</b>	
11. No. of Pkgs Nbre de Colis	12. Specification of Commodities (Kind of Packages, Marks and Numbers, General Description and Characteristics, i.e. Grade, Quality) Designation des articles (Nature des colis, marques et numéros, description générale et caractéristiques, p. ex. classe, qualité)	13. Quantity (State Unit) Quantité (Préciser l'unité)	Selling Price / Prix de vente
5 ctns	MFR# 2131 SKN# 102345 PLASTIC TOY BASEBALL HS# 9503.90.0089	1000 PCS.	14. Unit Price Prix unitaire <b>\$0.30</b>
1 ctn.	MFR# 5666 SKN# 809332 PLUSH STUFFED DOG HS# 9503.41.0010	345 PCS.	<b>\$4.50</b>
			15. Total <b>\$300.00</b>
			<b>\$1,552.00</b>
			<b>\$1,852.50</b>
			<b>55.58</b>
			<b>37.05</b>
18. If any of fields 1 to 17 are included on an attached commercial invoice, check this box. Si les renseignements des zones 1 à 17 figurent sur la facture commerciale, cocher cette boîte  Commercial Invoice No. / N° de la facture commerciale <b>Your invoice number</b>		16. Total Weight/Poids Total Net <b>120 KGS</b>	
		Gross/Brut <b>140 KGS</b>	
19. Exporter's Name and Address (If other than Vendor) Nom et adresse de l'exportateur (S'il diffère du vendeur) <b>EXPORTER = FACTORY</b>		17. Invoice Total Total de la facture <b>\$1,759.87</b>	
20. Originator (Name and Address) / Expéditeur d'origine (Nom et adresse) <b>ORIGINATOR = COMPANY THAT COMPLETES THIS FORM. AUTHORIZED SIGNATURE AND COMPANY CHOP ARE ALSO REQUIRED.</b>			
21. Departmental Ruling (if applicable) / Décision du Ministère (S'il y a lieu)		22. If fields 23 to 25 are not applicable, check this box Si les zones 23 à 25 sont sans objet, cocher cette boîte	
23. If included in field 17 indicate amount: Si compris dans le total B la zone 17, préciser: (i) Transportation charges, expenses and insurance from the place of direct shipment to Canada Les frais de transport, dépenses et assurances B partir du point d'expédition directe vers le Canada <b>FREIGHT CHARGES WHEN SHIPPING PREPAID</b> \$( ) (ii) Costs for construction, erection and assembly incurred after importation into Canada Les coûts de construction, d'érection et d'assemblage après importation au Canada \$( ) (iii) Export packing Le coût de l'emballage d'exportation \$( )		24. If not included in field 17 indicate amount: Si non compris dans le total B la zone 17, préciser: (i) Transportation charges, expenses and insurance to the place of direct shipment to Canada Les frais de transport, dépenses et assurances jusqu'au point d'expédition directe vers le Canada \$( ) (ii) Amounts for commissions other than buying commissions Les commissions autres que celles versées pour l'achat \$( ) (iii) Export packing Le coût de l'emballage d'exportation \$( )	
		25. Check (If applicable): Cocher (S'il y a lieu): (i) Royalty payments or subsequent proceeds are paid or payable by the purchaser Des redevances ou produits ont été ou seront versés par l'acheteur <input type="checkbox"/> (ii) The purchaser has supplied goods or services for use in the production of these goods L'acheteur a fourni des marchandises ou des services pour la production des marchandises <input type="checkbox"/>	

DEPARTMENT OF NATIONAL REVENUE – CUSTOMS AND EXCISE  
ACCISE

MINISTÈRE DU REVENU NATIONAL – DOUANES ET

REMARKS:

- 1) ALL CIRCLED FIELDS **MUST** BE COMPLETED. 2) SHIPPING MARKS IS NOT REQUIRED.  
3) HS# **MUST** BE INDICATED AS ABOVE. (PLEASE REFER TP PO SHEET)

*This is to be typed on your company's letterhead*

## **Certificate of No forced or Indentured Child Labor**

**Consignee:**      **Toys R Us – Delaware, Inc**  
                         **DBA Toys R Us**  
                         **One Geoffrey Way,**  
                         **Wayne, NJ 07470-2030**  
                         **U.S.A**

**I (we) certify all products shipped on Purchase Order # \_\_\_\_\_**

**were manufactured, wholly or in part, without the use of indentured or forced child labor.**

\_\_\_\_\_  
**Vendor Company Name**  
**(Print)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Company Representative-**  
**Name of authorized person**


**A B C COMPANY LIMITED**

Room 1805 New World Office Bldg., East Wing,  
 24 Salisbury Road, TSIM SHA TSUI, Kowloon, Hong Kong  
 Telephone: 2765 4321 Facsimile: 2765 1233

**INVOICE/PACKING LIST**

**Sold to Messrs.** Toys R Us – Delaware, Inc  
.DBA Toys R Us  
One Geoffrey Way  
Wayne, NJ 07470-2030, USA  
**Shipped from** Yantian, China to Any U.S. Port  
**Shipped via** A vessel on or about April 20, 2007

**Invoice No.** 008750  
**Date** Jan 2, 2010  
**Payment Terms** Net 30 Days  
**Order No.** 120055

Marks & Nos.	Description	Quantity	Unit Price	Amount
TOYS "R" US IMPORT 	<u>TOYS AS PER PO 120055</u>		<u>F.O.B. YANTIAN, CHINA</u>	
U.S. IMPORT PRESCHOOL ABC COMPANY B/O PORTABLE PHONE	ITEM # 556231 (STYLE # 1234)  B/O PORTABLE PHONE HTS# 9503.90.60.00	2,400 pcs	<u>US\$</u>  1.50	<u>US\$</u>  3,600.00
P.O. 120055 CTN. NO. 1-100 MADE IN CHINA	DATE CODE ITEM # 556231 STYLE # 1234 24 PCS		Less 2%.....	72.00
	<b>24 PCS PER CARTON</b> <b>TOTAL NO OF CTNS: 100</b> <b>TOTAL NO OF PCS : 2,400</b> <b>GROSS WEIGHT PER CTN: 9.52 LBS</b> <b>TOTAL GROSS WEIGHT: 952 LBS</b> <b>CTN DIMENSION IN INCH: 14.5 x 18.5 x 14"</b> <b>CUBIC FEET PER CTN: 2.17 CU FT</b> <b>TOTAL CUBIC FEET: 217 CU FT</b>		TOTAL	3,528.00
	MANUFACTURER NAME: ABC TOYS FACTORY ADDRESS: NO. 160, HUANG CHENG SOUTH ROAD PING DI TOWN, LONGGANG DISTRICT SHENZHEN, CHINA			
	TOTAL UNITED STATES DOLLARS THREE THOUSAND FIVE HUNDRED TWENTY EIGHT ONLY.			
	COUNTRY OF ORIGIN: CHINA			
	THE SHIPMENT DOES NOT CONTAIN SOLID WOOD PACKING MATERIAL.			

**\*\* For USA:**  
 Please show  
 total allowance  
 rate. i.e. Less 2%.

**\*\*For International  
 Countries: Please  
 show allowance  
 by type. i.e. Less  
 1% RGD  
 1% ADV**

**ABC Company Limited**

\_\_\_\_ Authorized Signature



Room 1805 New World Office Bldg., East Wing,  
24 Salisbury Road, Tsimshatsui, Kowloon, Hong Kong  
Telephone: 2765 4321 Facsimile: 2765 1233

**Sold to Messrs.** Toys “R” Us (Australia) Pty Ltd.  
Block G, Commercial Drive  
Regents Park Est 391 Park Road  
Regents Park, N.S.W. 2143, Australia

**Shipped from** Yantian, China **to** Sydney

**Shipped via** A vessel on or about April 20, 2011

**Invoice No.** TRU-123  
**Date** April 20, 2011  
**Payment Terms** Net 30 days  
**Order No.** 4901-123456

**Version as of January 2014**

## EMC EC DECLARATION OF CONFORMITY

Application of Council Directive 2004/108/EEC on the approximation of the laws of the Member States relating to:  
ELECTROMAGNETIC COMPATIBILITY (EMC).

(Vendor to fill) Manufacturer's Name and Address:

\_\_\_\_\_  
\_\_\_\_\_

(Vendor to fill) Equipment details:

Model Name: \_\_\_\_\_

Model No.: \_\_\_\_\_ Year of Manufacture: \_\_\_\_\_

TRU SKN:

FRANCE: \_\_\_\_\_ GERMANY: \_\_\_\_\_ SPAIN: \_\_\_\_\_ UK: \_\_\_\_\_

TRU GLOBAL IMPORTS BV : \_\_\_\_\_

(Lab to fill)

Sample of the item as described above has been tested and found to comply with following  
Electromagnetic Compatibility Standards:

\_\_\_\_\_

The results of the tests performed are detailed in the test report:

Number: \_\_\_\_\_ issued on: \_\_\_\_\_

Tested by:

Accredited

European Competent Body

Signature of Lab representative:

Stamp:

\_\_\_\_\_

(Vendor to fill)

Declaration by TRU VENDOR:

I, the undersigned hereby certify that the equipment specified above conforms with the protection requirements of  
the Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to EMC.

Company Name and Address:

\_\_\_\_\_  
\_\_\_\_\_

Signature : \_\_\_\_\_

Title : \_\_\_\_\_

Full Name: \_\_\_\_\_

Date : \_\_\_\_\_

Authorized Representative Company and Address:

TOYS "R" US FRANCE  
2, RUE THOMAS – EDISON  
LA REMISE LISSES  
91044 – EVRY CEDEX  
FRANCE

TOYS "R" US GMBH  
KOEHLSTRASSE 8  
50827 KOELN  
GERMANY

TOYS "R" US IBERIA, S A  
N-II SALIDA 23-CTRA  
M-300 KM. 29.800  
ALCALA DE HENARES  
MADRID  
SPAIN

TOYS "R" US LTD.  
GEOFFREY HOUSE  
MAIDENHEAD OFFICE PARK  
WESTACOTT WAY  
MAIDENHEAD  
BERKSHIRE SL6 3QH  
U.K.

SYLVIE COLOMB

JOACHIM FELIX

SONIA POVEDA GONZALEZ

JANET APPLETON

## **Declaration of Manufacturers EU Entity**

FOB Vendor Name: \_\_\_\_\_

Vendor Address: \_\_\_\_\_  
\_\_\_\_\_

Vendor Telephone # \_\_\_\_\_

Vendor Email: \_\_\_\_\_

Authorised Vendor Signature: \_\_\_\_\_

Position within Company: \_\_\_\_\_

Signatory Name (please print): \_\_\_\_\_

Date: \_\_\_\_\_

We certify that our company has an EU Entity within the EEC and the name and address of that representative appears on the product and/or packaging as follows;

**[PLEASE ENTER DETAILS HERE]**

We declare that this representative will take responsibility for compliance to 2009/48/EC and 2001/95/EC including but not limited to the following, where required;

- Compiling and keeping the technical documentation
- Carrying out the conformity and risk assessments
- Producing and keeping the Declaration of Conformity
- Affixing conformity marking (CE) and identification marking: batch, type, serial, model
- Ensuring conformity of series production
- Ensuring the required documents accompany the toy in English
- Sample testing of marketed toys
- Keeping a register of complaints
- Identifying the economic operators in the supply chain
- Informing national authorities in the eventuality of any safety risk

Additionally this company will deal with any queries with regards to product safety and also be responsible for any non-compliance to applicable standards. In the event that an item has to be removed from sale for safety or quality issues, this representative will take full responsibility.

Vendor EU Name: \_\_\_\_\_

Vendor EU address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Vendor EU Telephone # \_\_\_\_\_

Vendor EU Email: \_\_\_\_\_

Authorised EU Vendor Signature: \_\_\_\_\_

Position within Company: \_\_\_\_\_

Signatory Name (please print): \_\_\_\_\_

Date: \_\_\_\_\_

## 2009/48 TOY SAFETY EC DECLARATION OF CONFORMITY

The content of the EU declaration of conformity to directive 2009/48 EC Safety of Toys must contain the following information as a minimum.

1. No ... (unique identification of the toy(s))
2. Name and address of the manufacturer or his authorised representative:
3. This declaration of conformity is issued under the sole responsibility of the manufacturer:
4. Object of the declaration (identification of toy allowing traceability). It shall include a colour image of sufficient clarity to enable the identification of the toy.
5. The object of the declaration described in point 4 is in conformity with the relevant Community harmonisation legislation:
6. References to the relevant harmonised standards used, or references to the specifications in relation to which conformity is declared:
7. Where applicable: the notified body ... (name, number)... performed ... (description of intervention)... and issued the certificate:
8. Additional information:  
Signed for and on behalf of:  
(place and date of issue)  
(name, function)(signature)

Translations of the required content are available from the following websites

French

[http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template\\_of\\_the\\_ec\\_declaration\\_of\\_conformity\\_fr.doc](http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template_of_the_ec_declaration_of_conformity_fr.doc)

Spanish

[http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template\\_of\\_the\\_ec\\_declaration\\_of\\_conformity\\_es.doc](http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template_of_the_ec_declaration_of_conformity_es.doc)

German

[http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template\\_of\\_the\\_ec\\_declaration\\_of\\_conformity\\_de.doc](http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template_of_the_ec_declaration_of_conformity_de.doc)

Netherlands

[http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template\\_of\\_the\\_ec\\_declaration\\_of\\_conformity\\_nl.doc](http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template_of_the_ec_declaration_of_conformity_nl.doc)

Poland

[http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template\\_of\\_the\\_ec\\_declaration\\_of\\_conformity\\_pl.doc](http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template_of_the_ec_declaration_of_conformity_pl.doc)

Portugal

[http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template\\_of\\_the\\_ec\\_declaration\\_of\\_conformity\\_pt.doc](http://ec.europa.eu/enterprise/sectors/toys/files/toys-declaration-of-conformity/template_of_the_ec_declaration_of_conformity_pt.doc)

*This is to be typed on your company's letterhead*

## EXPORTER'S STATEMENT OF ORIGIN

I certify that the goods described in this invoice or in the attached invoice # \_\_\_\_\_  
were produced in the beneficiary country of \_\_\_\_\_ and that at least \_\_\_\_\_  
per cent of the ex-factory price of the goods originates in the beneficiary country / countries of\_.

\_\_\_\_\_  
Name and title

\_\_\_\_\_  
Corporation name and address

\_\_\_\_\_  
Telephone and fax numbers

\_\_\_\_\_  
Signature and date (day/month/year)

**SPECIMEN OF VENDOR'S STATEMENT WHICH IN PLACE OF FUMIGATION CERTIFICATE**

This is to be typed on your company's letterhead

Date :

To : Toys "R" Us (Australia) Pte Ltd.

Attn : Mr. Levent Nuhoglu

Covering : PO number:  
Skn number:  
Goods description:  
Number of carton:  
Number of Piece  
Fumigation Certificate number:

<b>PLASTIC WRAPPED DECLARATION</b>
------------------------------------

We hereby certifying that fumigation was carried out before the goods are individually packed and plastic wrapped.

---

Vendor's company chop &  
Authorized signature



## **NON COMPLIANCE CHARGEBACKS**

**Page intentionally blank – See Section 10 for Supply Chain Compliance**

## **For Toy R Us Australia (Annual Packing Declaration)**

Att 2

### **Company Letterhead**

(MUST be issued by the packer or supplier of the goods, and MUST include the company's name AND address)

FCL ☐ or LCL ☐ ANNUAL PACKING DECLARATION

[Boxes ☐ to be marked with an X in the appropriate place.]

#### **PROHIBITED PACKAGING MATERIAL STATEMENT**

(Prohibited packaging materials include straw, bamboo, peat, hay, chaff, *used fruit and vegetable cartons* etc.)

**Q1. Have prohibited packaging materials or bamboo products been used as packaging or dunnage in the consignment covered by this document?**

A1. YES ☐

NO ☐

#### **TIMBER PACKAGING/DUNNAGE STATEMENT**

(Timber packaging/dunnage includes: crates, cases, pallets, skids, and any other timber used as a shipping aid.)

**Q2a. Has timber packaging/dunnage been used in consignments covered by this document?**

A2a. YES ☐

NO ☐

#### **ISPM 15 Statement**

**Q2b. All timber packaging/dunnage used in the consignment has been treated and marked in compliance with ISPM15 compliant stamps?**

A2b. YES ☐

NO ☐

#### **BARK STATEMENT**

(This is also applicable to ISPM 15 compliance packaging/dunnage. Bark is the external natural layer covering trees and branches.)

**Q3. Is all timber packaging/dunnage used in this consignment, free from bark?**

A3. YES ☐

NO ☐

#### **VALIDITY STATEMENT**

On behalf of ..... (Supplier's Business Name), I hereby declare that the information and statements above are true and correct. This declaration is **valid for 12 months from the date of issue** and I undertake to immediately advise AQIS of any change to the information provided.

#### **CLEANLINESS DECLARATION (for FCL consignments only)**

All container(s) packed by this business for ..... (Importer's Business Name) and covered by this declaration will be cleaned free from residues of previous cargo and will be free from material of animal and/or plant origin and soil before packing.

Signed: .....

Date of Issue: .....

(Company Representative)



## **For Toy R US Australia (FCL shipment)**

### **Company Letterhead**

(Must be issued by the packer or supplier of the goods)  
(Must include the company name and address)

### **Example FCL/X Packing Declaration – correct for use after 1 August 2009**

[Boxes to be marked in the appropriate place]

Vessel name:..... Voyage number:.....

Consignment identifier(s) or numerical link (s):.....

#### **Prohibited packaging material statement**

(Prohibited packaging materials such as straw, bamboo, peat, hay, chaff, used fruit & vegetable cartons, etc)

Q1 Have prohibited packaging materials or bamboo products been used as packaging or dunnage in the consignment covered by this document?

A1 Yes ☐ No ☐

#### **Timber packaging/dunnage statement**

(Timber packaging/dunnage includes crates, cases, pallets, skids and any other timber used as a shipping aid. This statement is not required if timber is declared to be ISPM 15 compliant.)

Q2 Has timber packaging/dunnage been used in consignments covered by this document?

A2 Yes ☐ No ☐

#### **ISPM 15 statement**

(This statement is only required if timber packaging/dunnage is declared.)

Q3 All timber packaging/dunnage used in the consignment has been treated and marked in compliance with ISPM 15

A3 Yes ☐ No ☐

#### **Bark statement**

(This statement is applicable to all timber packing material, including ISPM 15 compliant material. Bark is the external natural layer covering trees and branches. This statement is only required if timber/packaging dunnage is declared using the timber or ISPM 15 statements.)

Q4 Is all timber packaging/dunnage used in this consignment free from bark?

A4 Yes ☐ No ☐

#### **Cleanliness declaration**

The container(s) covered by this document has/have been cleaned and is/are free from material of animal and/or plant origin and soil.

Signed:..... Date of issue:.....  
(Company representative)

## For Toy R US Australia (LCL shipment)

### Company Letterhead

(Must be issued by the packer or supplier of the goods)  
(Must include the company name and address)

### Example LCL Packing Declaration – correct for use after 1 August 2009

[Boxes to be marked in the appropriate place]

Vessel name:..... Voyage number:.....

Consignment identifier(s) or numerical link (s):.....

#### Prohibited packaging material statement

(Prohibited packaging materials such as straw, bamboo, peat, hay, chaff, used fruit & vegetable cartons, etc)

Q1 Have prohibited packaging materials or bamboo products been used as packaging or dunnage in the consignment covered by this document?

A1 Yes ☐ No ☐

#### Timber packaging/dunnage statement

(Timber packaging/dunnage includes crates, cases, pallets, skids and any other timber used as a shipping aid. This statement is not required if timber is declared to be ISPM 15 compliant.)

Q2 Has timber packaging/dunnage been used in consignments covered by this document?

A2 Yes ☐ No ☐

#### ISPM 15 statement

(This statement is only required if timber packaging/dunnage is declared.)

Q3 All timber packaging/dunnage used in the consignment has been treated and marked in compliance with ISPM 15

A3 Yes ☐ No ☐

#### Bark statement

(This statement is applicable to all timber packing material, including ISPM 15 compliant material. Bark is the external natural layer covering trees and branches. This statement is only required if timber/packaging dunnage is declared using the timber or ISPM 15 statements.)

Q4 Is all timber packaging/dunnage used in this consignment free from bark?

A4 Yes ☐ No ☐

Signed:..... Date of issue:.....  
(Company representative)

(LABORATORY / VENDOR COMPANY LETTERHEAD)

## Packaging Material Weight Report

Date:

Lab Ref #

Vendor:

Item #

Description:  
(# of assortment if any)

<b>Type of Packaging Material</b>	<b>Weight in KILO GRAM</b>		
	<i>Asst. Style #</i>	<i>Weight Individual</i>	<b>Average Weight</b>
<b>Paper</b>			
Printed Color Box			
Insert Card			
Blister Card / Header Card			
Hang Tag			
Miscellaneous			
<b>Sub-total</b>			
<b>** Average Weight</b>			

<b>Plastic</b>				
Window on the Printed Color Box				
Blister / Clear Box				
Foam				
Plastic tie				
Bag				
Miscellaneous				
<b>Sub-total</b>				
<b>** Average Weight</b>				

<b>Other</b>				
<b>Sub-total</b>				
<b>** Average Weight</b>				

**\*\* Average Weight = Sum up of Sub-total weight divided by # of assortments (if any)**  
No need to fill in grey  area

**For vendor use only:**

Testing Laboratory / Vendor Company

Order Country	Invoice #	TRU SKN

Chop and Signature

# Specification Change Notice

Date: \_\_\_\_\_

Vendor Name:

Vendor Address:

Vendor Phone:

Fax:

E-mail:

Description of Item:

TRU-Japan SKN# :

Change :	<input type="checkbox"/> Factory	<input type="checkbox"/> Raw Material	<input type="checkbox"/> Color paint	(!) Please describe details of change in below box with pictures.
	<input type="checkbox"/> Component	<input type="checkbox"/> Specification	<input type="checkbox"/> Others	
Date of Change:			PO# :	

Detail Please attache photo.

Current Specification

Please attache photo

New Specification

If you need more space to describe chnages, please use the extended sheet

Vendor's Signature: \_\_\_\_\_

## Testing Information:

- (Please note that you must get an approval from TRUJ buyer and product development section for your change first.)
1. When you change anything related to production ( material, componet, specification, factory, country of origin etc...) , please submit this form with BOM to TRUJ immediately. We will ask you to retest the item for new COC.
  2. If change is not related to product quality itself but others. It may not be request to take re-test.  
But, please announce it in advance for approval. (For example, Change of product number, change of bar codes, etc...)
  3. If there is any change without prior notice which cause serious effect or accident on safety of products,  
TRUJ will ask you to compensate all expense that related to recall.

For any question on testing that related to specification change, please contact to TRUJ QC.

Quality Control Office Phone 81-44-388-8034, Fax 81-44-544-3144

E-mail Address : Quality-Control@fun.toysrus.co.jp



										
<h2>Global Security Verification (GSV)</h2>										
<p><b>Company Name</b> <b>Street Address, City,</b> <b>State, Country</b></p>										
<p><b>Company Name in Local Language</b> <b>Address in Local language</b></p>										
<p><b>GSV Registration Number:</b> AXXXXX-XXXXXX-RX</p>										
<p>This document verifies that the named facility has voluntarily participated in the Global Security Verification program. A comprehensive supply chain security verification of the named facility was conducted by an independent third-party to determine appropriate minimum security measures, as published by the U.S. Bureau of Customs and Border Protection and other international mutually recognized supply chain security programs, are implemented and maintained throughout the facility.</p>										
<p>Specifically, this verification focused on existing processes, procedures and infrastructure related to the following areas of supply chain security:</p>										
<table><tr><td>1. Export logistics</td><td>5. Storage &amp; Distribution</td></tr><tr><td>2. Physical Security</td><td>6. Information Access Controls</td></tr><tr><td>3. Shipment Information Controls</td><td>7. Record &amp; Documentation</td></tr><tr><td>4. Personnel Security</td><td>8. Contractor Controls</td></tr></table>			1. Export logistics	5. Storage & Distribution	2. Physical Security	6. Information Access Controls	3. Shipment Information Controls	7. Record & Documentation	4. Personnel Security	8. Contractor Controls
1. Export logistics	5. Storage & Distribution									
2. Physical Security	6. Information Access Controls									
3. Shipment Information Controls	7. Record & Documentation									
4. Personnel Security	8. Contractor Controls									
<p>This independent verification of security measures was performed using a process driven approach, based on risk, which incorporates a weighted and scored data collection instrument to provide objective results on the facility's level of adherence across the eight critical supply chain security areas.</p>										
 Raquel Sese, GSV Program Manager	<b>Intertek Trust ID</b> <u>XXXX</u>									
 Andre Raghu, Program Director	<b>Issue Date</b> <u>XX-XXX-2011</u>									
	<b>Expiration Date</b> <u>XX-XXX-2012</u>									
		Enabled by 								
<p><small>This document confirms that an independent verification of the security processes and procedures of the named facility was performed against pertinent security criteria to determine the level of adherence. This document should not be relied upon as a demonstration of security standards beyond the expiry date. Periodic verifications of the facility's ongoing processes should be conducted based on risk, to ensure sustaining adherence to security standards. Inquiries on current status and details of verifications can be made online at <a href="http://www.importsecurity.com">www.importsecurity.com</a></small></p>										

**GENERAL CONFORMITY CERTIFICATE  
FOR  
CONSUMER PRODUCT SAFETY IMPROVEMENT ACT**

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December 04, 2008  
Page 1 of 160

**IMPORTER/DOMESTIC MANUFACTURER**

SAFETY ASSURANCE  
TOYS "R" US DELAWARE, INC.  
ONE GEOFFREY WAY  
WAYNE, NJ 07470-2030

Tel. No.: 973-617-3300

**PERSON MAINTAINING RECORDS**

SAFETY ASSURANCE  
TOYS "R" US, INC.  
ONE GEOFFREY WAY  
WAYNE, NJ 07470-2030

E-mail: SAFETYASSURANCE@TOYSRUS.COM  
Tel. No.: 973-617-3300

**Sample Description:**

Vendor Name: <P.O. Name per EDI or Vendor Name  
per TRF>

Manufacturer:

UPC #:

Place of Manufacture: < city and  
country or administrative region>

Date of Manufacture: <month and year at a minimum>

Reference No.: <BV Report No.>

Style# (MFR#):

Item # (SKN):

PO#:

Country of Origin:

Place of Testing: <BV Location: city and  
country or administrative  
region>

Date of Testing:

---

I (we) hereby certify that the product contained within this shipment complies with all applicable rules, bans, regulations and standards enforced by the CPSC.

---

The following rules, bans, standards and regulations apply for this product:

<Insert as appropriate>

Note: CPSA – Consumer Product Safety Act  
FHSA – Federal Hazardous Substances Act  
PPPA – Poison Prevention Packaging Act  
RSA – Refrigerator Safety Act  
FFA – Flammable Fabrics Act

## **APPENDIX – SCC14: For Toy R US United States: Use of Shipping Container Codes**

- \*\* Applies to Hardlines / Softlines Direct Import product (TRU Import Orders)**
- \*\* Apparel operations (KRU Orders) are NOT affected by this initiative**

The use of Shipping Container Codes / Barcodes will be a requirement for Hardlines Direct Import cartons shipped to the United States.

Immediately below is a summary of expectations related to the use of Shipping Container Codes.

### **Shipping Container Code (SCC-14)**

The Shipping Container Code is a **14-digit** barcode assigned to fixed content shipping containers enabling the ready identification of a carton's contents and quantities.

The barcode is expected to be placed on the outside of your shipping carton and is referred to by multiple names, including SCC-14, GTIN-14, ITF-14, Master Carton Code, etc.

- NOTE: the barcode is constant and is specific to the particular Item/Pack combination

The SCC-14 symbol contains the following general information:

- Digit 1: Packaging indicator
- Digits 2-3: UPC numbering system or EAN prefix
- Digits 4-8: Manufacturer identification number
- Digits 9-13: Item identification number
- Digit 14: Check digit

### **Barcode Representation:**

The Shipping Container Code can have two barcode representations which will be accepted by Toys"R"Us.

- **UCCEAN-128 format with an application identifier of (01) | Preferred**



(01) 3 0 012345 67890 6

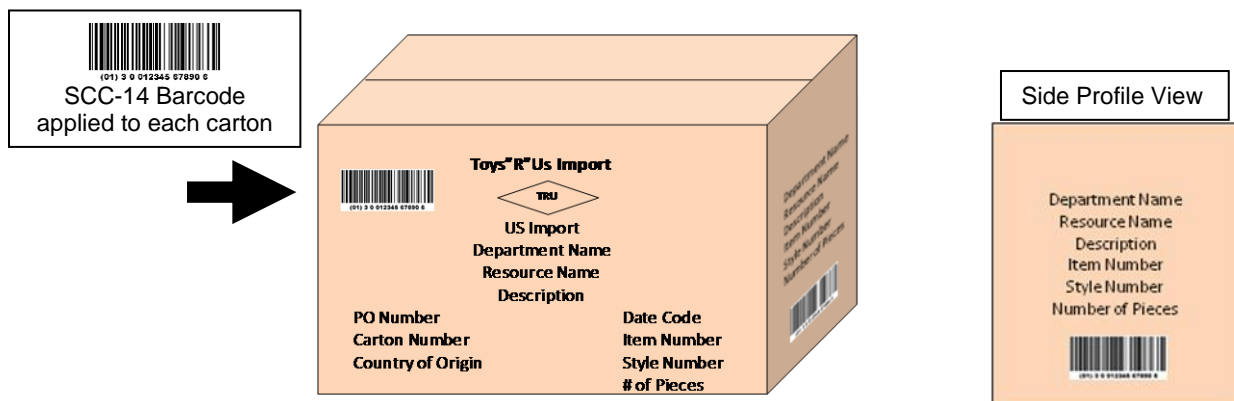
- **ITF-14 (which is based on Interleaved 2 of 5)**



3 0 012345 67890 6

**NOTE: For any item with a PACK 1, the Product UPC will be accepted in place of the SCC-14 Barcode (an SCC code is not required)**

### **Carton Illustration:** Master Carton Example: Utilizing an SCC-14 Barcode



For more information: There are multiple resources online to support utilization of SCC-14 shipping container codes or you may also consult [www.gs1us.org](http://www.gs1us.org)



## **WARRANTY (SAMPLE)**

\_\_\_\_\_ (*Insert "Name of Business" providing Warranty*) warrants that your \_\_\_\_\_ (*Insert "name" of product being covered under warranty*) will be free from defects \_\_\_\_\_ (*Insert what is being covered under warranty i.e. the whole product/the frame/parts etc*) for a period of \_\_\_\_\_ (*Insert period of warranty*), from the date of purchase. This warranty only applies where the product is completely and correctly assembled and used in accordance with all accompanying recommendations and users instructions. This warranty is in addition to your rights under the Australia Consumer Law.

\_\_\_\_\_ (*Insert "Name of Business" providing Warranty*) will provide you with a \_\_\_\_\_ (*Insert what you are offering i.e. refund, repair, replacement etc*) for this product if the \_\_\_\_\_ (*Insert the product part or product name*) becomes defective within the warranty period. \_\_\_\_\_ (*Insert "Name of Business" providing Warranty*) will bear the reasonable expense of claiming the warranty. This warranty will no longer apply where the defect is a result of \_\_\_\_\_ (*Insert what could void the warranty i.e. alternation, accident, misuse, abuse or neglect*).

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please retain your receipt as proof of purchase and contact \_\_\_\_\_ (*Insert "Name of Business" providing Warranty*) for further assistance on how to process any warranty claims.

Business name: \_\_\_\_\_ (*Insert Business Name*)  
Business address: \_\_\_\_\_ (*Insert Business Address*)  
Telephone number: \_\_\_\_\_ (*Insert Telephone Number*)  
Email address: \_\_\_\_\_ (*Insert email address if there is one*)



## **SECTION 10 Vendor Compliance & Supply Chain Expectations (US Shipments)**

### **VENDOR COMPLIANCE | SUPPLY CHAIN PERFORMANCE PROGRAMS**

Toys"R"Us US supply chain programs for direct import items & purchase orders

#### **Supply Chain Expectations | Programs & Compliance**

Overview of "R"Us supply chain expectations for "direct import" shipments destined for Toys"R"Us US.

Toys "R" Us, Inc. has business rules for effective management of our purchase orders shipping to the U.S. Your understanding and adherence to those requirements is critical for our mutual supply chain performance. Upon receipt of the purchase order from "R" Us, it is imperative that you verify all information on the purchase order for accuracy and to ensure that you are able to fulfill the order on time and complete, as required.

The intention of the sections below is to create awareness to delivery expectations, to ensure our partners understand requirements, and to communicate eligibility for non-compliance when requirements are not met.

#### **Section 10.1 – Import Ship Window Delivery Policy**

##### **10.1.1 – Non-Compliance to Import Ship Window**

##### **10.1.2 – Purchase Order Cancellation Policy | Late Shipments**

#### **Section 10.2 – Additional Ocean Freight**

#### **Section 10.3 – Item Verification & Compliance Programs**

#### **Section 10.4 – UPC Compliance Program**

#### **Section 10.5 – Vendor Appeals**

#### **Section 10.6 – Vendor Extranet**

#### **Section 10.7 – Product Return(s) to Vendor (RTV)**

#### **Program Applications:**

**The SCP sections and business rules apply solely to US Direct Import Purchase Orders/Items,**  
--- where Toys"R"Us assumes possession of the goods overseas for delivery to US locations

**\*\*\*For US Domestic Purchase Orders** (orders written with intention of originating and being fulfilled from locations found within the US), please consult TRU's **Domestic Vendor Guide – Section 11**

#### **Special Notes:**

**\*\* Supply Chain rules cited below apply solely to TRU/BRU US Hardlines / Softlines orders ONLY.**

**\*\* KRU Apparel requirements – Refer to KRU Import Apparel Guide**

## Section 10.1 – Import Ship Window Delivery Policy

The purpose of the Import Ship Window Delivery Policy is to ensure that all direct import purchase orders are delivered complete & on-time within the identified ship window on the PO.

Toys "R" Us, Inc. expects 100% fulfillment of our purchase orders within the purchase order ship window.

**Failure by the vendor to execute the shipment of the purchase order complete and on-time within the purchase order ship window will result in non-compliance chargebacks and potential for the cancellation of the purchase order.**

Compliance will be measured by comparing the FCR date and quantities shipped to the purchase order ship window and quantities ordered. Variance in either date or quantity will be subject to a deduction from payment. The value of this deduction will increase as severity of the violation increases, as indicated below. This policy is in addition to our current requirements for cube, quality, and safety compliance.

The vendor's responsibility is to ensure that product is confirmed as received by TRU within the PO ship window

**Expectations of Vendor Partners** – PO Shipments MUST be received within PO ship window

- "Received" is defined as having an FCR receipt date within the ship window
- Proper documentation & Customs Clearance remain the responsibility of the vendor and is required before the final receipt of goods and FCR may be issued.
- Failure to have product received by TRU within the PO ship window will result in non-compliance

SAMPLE:

SAFARI EE.

Vendor name	PO #	SKN #	Unit_FOB (US\$)	Order_FOB (US\$)	Order Qty	Received Qty	Ship Qty# variance %	Cargo received date	Ship date	Cancel date		Days late	Time charge %	
IMPORT VENDOR A	123456	111222	\$20.00	\$20,000.00	1000	1000	0.00%	05/14/2013	05/05/2013	05/11/2013	=	LTE	3	5.00%
IMPORT VENDOR B	987654	555999	\$5.00	\$8,000.00	1600	1600	0.00%	05/13/2013	05/05/2013	05/11/2013	=	LTE	2	5.00%

**NOTE: There is no "Grace Period" beyond the Purchase Order Ship Window for compliance – Any orders received after the ship window has expired will be considered non-compliant**

### 10.1.1 – Non-Compliance to Import Ship Window

Compliance will be measured by comparing the FCR "Cargo Received" date and quantities shipped to the purchase order ship window and quantities ordered.

Variance in either date or quantity will be subject to non-compliance and deduction from payment. The value of this deduction will increase as severity of the violation increases, as indicated below:

**Late shipments will be measured, and chargebacks enforced, according to the schedule below:**

- Purchase order line item received after PO ship window ..... 5% X extended cost of late shipment
- Minimum chargeback..... \$500 US
- If there is sufficient proof that the timeline above has been satisfied, and chargebacks should not have been generated, an appeal may be submitted to the TRU Vendor Performance team for review.  
See Section 10.5 related to appeals

\*\* Questions related to these programs may be directed to [vendorcompliance@toysrus.com](mailto:vendorcompliance@toysrus.com)

### Best Practices for Avoidance of Non-Compliance

- Ensure Booking Occurs Early: At least 2 weeks prior to beginning of ship window
- Deliver Early within the PO Ship Window – target deliveries in first half of ship window week
- Consider Customs Clearance – recommend allowing minimum 48 hrs for customs clearance

### 10.1.2 – Purchase Order Cancellation Policy | Late Shipments

**ALL direct import purchase orders must be received within three (3) business days of the end of PO ship window, else risk cancellation of the order by TRU**

- **Undelivered Purchase Orders beyond this 3 business day period may be canceled due to inability to deliver the product on-time as required.**

## **Section 10.2 – Additional Ocean Freight**

Toys”R”Us relies on accurate item dimensions to properly plan for the transport of product and ensure orders move efficiently through our supply chain.

Additional freight expenses for product found to be larger than what was identified in TRU’s item master will be the responsibility of the vendor.

**Additional Ocean Freight:** At time of cargo tender, the freight forwarder will measure cartons to confirm dimensions.

- Any variances found in excess of Toys”R”Us tolerances will result in additional ocean charges
- Additional expenses will be the responsibility of the vendor

Variance is determined by the measurements taken from the FCR vs. the measurements found in the TRU item master

Date of FCR	Vendor	PO#	SKN#	Item#	Country of origin	Cu.ft per TRU Item Master	Cu.ft per FCR	variance %	Additional freight per piece
01/03/13	VENDOR A	123456	987654	VA Item A	NGB	2.67	5.47	104.9%	Variance over Tolerance Eligible for AOF
01/03/13	ALLIED ASCEND HK LTD	333444	999111	VA Item B	NGB	1.25	1.25	0.0%	No Variance No Add'l Ocean Freight

**\*\* Variances Greater Than 7.5% are eligible for Additional Ocean Freight (AOF) assessments**

### **Best Practices for Avoidance of Deductions:**

As long as the data in TRU systems does not match what is tendered to our forwarder, there remains opportunity for these charges to apply.

- EDQ needs to be updated with accurate dimensions
- Complete the item verification process
- Ensure that cartons produced & shipped match what was originally submitted for verification
- Avoid low quality tape, corrugate, bowing and bulges with your cartons
- Review EDQ to confirm dimensions regularly | Any changes should be updated immediately with notification to your merchant partner

## **Section 10.3 – Item Verification & Compliance Program**

### **10.3.0 - New Item Initiation Fee - \$250**

Effective August 3, 2008, a \$250 item initiation fee is charged for every new item set up and purchased. This fee covers administration and maintenance of the item.

This fee will be automatically deducted from the next payment to the vendor, following the initial purchase order for the item. These deductions will be noted on the remittance advice with a Deduction Reference ID beginning with ITM0 and ending with the Toys “R” Us item number (example – ITM0123456).

### **10.3.1.2 – New Item Sample Verification**

Effective August 3, 2008, we require that one (1) full Master production carton sample **(should be the same as the full master carton setup in EDQ)** be submitted to one of our Item Verification Center for item attribute quality assurance. This policy is only for items for which an RUs item number has been assigned. A supplemental e-mail alert requesting the samples will be sent to those individuals subscribed to receive "Item Sample Required" notifications through the Vendor Extranet.

While all new samples will be reviewed and recommended optimized results automatically communicated, a vendor also has the option to submit previously existing items for Carton Optimization at no additional fee. This potential cost-savings service is **only** offered at our **Asia Item Verification Center**. After indicating your participation, Paccess will contact vendor with recommended optimized results. Upon receipt, please review carton specifications and, if in agreement with results, complete redesigns, ensuring all aforementioned requirements are met.

#### **SCP3.1.2.1 - Policy for Shipping Samples**

Upon receipt of a purchase order for an item set up on, or after, August 3, 2008, a production sample must be sent at the vendor's expense to one of the following addresses:

Toys "R" Us Item Verification Center  
2829 Rohr Road  
Groveport, OH 43125

OR

Toys 'R' Us Asia Item Verification Center  
PACCESS International Trading (Shenzhen) Ltd.  
2nd floor  
North Changxing Building  
4002 Huaqiang Road North  
Futian District  
Shenzhen 518028, PRC

Attention: Rolin Yang  
杨柳

E-mail: [TRU-Team@paccessglobal.com](mailto:TRU-Team@paccessglobal.com)

O: +86-755-82075411

+86-755-83597960-2411

F: +86-755-83594397

公司名称: 全包通国际贸易(深圳)有限公司

地址: 深圳福田区华强北路 4002 号  
圣廷苑酒店北区裙楼二楼

邮政编码 : 518028

The carton MUST be labeled with a minimum 3" X 5" fluorescent pink label with "Item Verification Sample" printed on the label in English.

In addition, the packing list must indicate the Toys "R" Us item number and quantity shipped.

Due to customs restrictions, when shipping samples to the Shenzhen Verification Center, please use an express carrier such as DHL, FedEx or UPS in order to automate customs clearance, as our Shenzhen Verification Center is not authorized to clear customs on our behalf. Toys "R" Us will not forgive chargebacks caused by delays in customs. In addition, any item that is delayed in customs will need to be destroyed or returned to the vendor at the vendor's expense.

### **10.3.1.2.2 - Returning Samples to Vendors**

#### **US Verification Center:**

If the carton of product is to be returned to the vendor from the U.S. Item Verification Center, a prepaid shipping label must be provided in the packing list envelope on the sample carton. The carton will be processed and shipped within three business days. Any carton received without a prepaid shipping label will be disposed at the discretion of Toys “R” Us.

#### **China Verification Center:**

If the carton of product is to be returned to the vendor from the Shenzhen facility, the vendor must arrange to have the item picked up, at the vendor’s expense, from the PACCESS office no later than 10 business days following item verification. The carton must be labeled with a 3 inch x 5 inch white label that states “PLEASE RETURN.” If the carton is not marked, or if it is marked, but not picked up within 10 business days following item verification, the item will be disposed at the discretion of Toys “R” Us.

The program supports the vital need to have accurate information related to the items that we carry. The focus is data accuracy for item attributes, such as item and carton dimensions, carton weight, and pack configuration. Vendors control the information associated with their items.

### **10.3.1.2.3 - COMPLIANCE PROGRAMS | ITEM VERIFICATION**

Two infraction types were initiated to promote timely and accurate item management. These infractions result from circumvention of the required item sample verification process and/or item verification variance from the item master file.

#### **1. UNVERIFIED ITEM**

If a new item is received at an “R” Us DC prior to verification at one of the Item Verification Centers in Shenzhen or Ohio, the vendor will be charged \$250 per item number (SKN). This includes:

1. Samples not available at Item Verification Center before arrival at DCs
2. Shipping less than a full carton of product for verification
3. Not clearly identifying the sample according to Toys “R” Us guidelines (see “Policy for Shipping Samples” above)

The deduction for the unverified item chargeback will be coded with a prefix of “ITC” on the remittance advice.

**Important Note:** All sample requests should arrive at the verification center at minimum 2 business days prior to arrival at the DC. This will allow Toys “R” Us sufficient time to complete the verification process. If physically shipping product prior to the completion of verification, the vendor must ensure that all item attributes are as accurate as possible or risk potential for Item Variance Non-Compliance

#### **2. ITEM VARIANCE**

At time of item verification, when variances are detected outside of Toys”R”Us tolerances, and the vendor has already introduced product in the “R”Us supply chain (actively shipped product electronically and physically), then a item variance fee will apply to every carton shipped that contains incorrect item information.

Attribute	Tolerance Allowed	Infraction charge
<b>Sellable Item Cube</b>	12% variance or less	\$1 per carton shipped
<b>Carton Cube</b>	12% variance or less	\$1 per carton shipped
<b>Carton Weight</b>	20% variance or less	\$1 per carton shipped
<b>Pack and Inner Pack Configuration</b>	None	\$1 per carton shipped

The deduction for the item variance chargebacks will be coded with a prefix of “ITV” on the remittance advice.

**Important Note:** It is strongly recommended that all sample requests arrive at the verification center at least one week prior to the physical shipment of the item (at minimum 2 business days prior to the shipment of the

item pending verification). This will allow the verification process to be completed and avoid potential for any variances.

We have recognized that a **Best Practice** is to update the item file in EDQ as soon as you have the final shipping cartons and item packaging from your packaging supplier. We encourage you to follow this practice to ensure accurate and timely data in our item master.

**For full description, please refer to section 11.8 of Domestic Vendor Guide**

#### **10.3.1.2.4 - PACKAGING OPTIMIZATION**

Toys “R” Us has established a relationship with PACCESS (a packaging services company) to develop an optimized packaging program with focus on introducing efficient packaging solutions and removing costs from companies’ supply chains.

Our program is designed to provide both economic and environmental benefit to both Toys “R” Us and our vendor partners with the goal of optimizing the amount of products per cubic meter of shipping space through improvements in carton sizing, carton materials, and the quality of shipping cartons in our supply chain.

##### **What is package optimization?**

Package optimization is the review of the materials and layout of a carton to determine if space and orientation improvements can be made. For example, using a different corrugate type, and/or altering the arrangement of the items in the carton, may significantly reduce carton cube and import costs.

##### **What is the process?**

All master carton samples received at **Paccess** (our **Asia Item Verification Center**) will be reviewed to determine if there is an opportunity to optimize the current setup.

- If the master carton is a candidate,
  - Paccess will notify you directly with the new optimized data (corrugate type, dimensions, etc.).
  - Paccess will also provide a physical sample carton demonstrating these new dimensions for your reference.

#### **FOR CARTONS IDENTIFIED FOR OPTIMIZATION**

Vendor partners will be responsible for:

1. Physically updating your current master cartons to the optimized carton specifications provided by Paccess, in time for the next Purchase Order.

**Failure to update your current master cartons to Paccess’ optimized carton specifications in time for the next Purchase Order will result in a \$250usd chargeback (per occurrence).**

**APL Logistics Hong Kong will be administering this program and is responsible for following up with our vendors on packaging optimization opportunities.**

2. Submitting a maintenance request through the EDQ Portal.

**The new optimized dimensions must be submitted through EDQ in time for any new shipment that will utilize the aforementioned optimized cartons.** Item Maintenance

Training can be found at →

\* - Vendor Extranet Homepage (<https://vendorconnect.toysrus.com/>) > EDQ Training & Documents > EDQ University > EDQ Item Maintenance

## **Section 10.4 – UPC Compliance Program**

Toys “R” Us established a policy to support the elimination of all UPC Not on File situations. This program is designed to deliver improved performance through item accuracy, specifically, to improve our POS integrity, support in-stocks, and enhance the shopping experience. We rely upon having complete and accurate UPC’s for all products within our assortments and the responsibility for ensuring the accuracy of the item UPC information rests with our vendor partners

**The detection of a UPC Not on File at any of our DC’s or Stores will result in a \$2,500 vendor chargeback per UPC.**

It is imperative that you verify the accuracy of the item information included within our item master for your products. Vendor partners are encouraged to frequently review their Toys “R” Us item file to validate both the presence and accuracy of UPC’s for all your products in our assortment. As necessary, updates and corrections must be made through the Enterprise Data Quality (EDQ) system on the Toys“R”Us Vendor Extranet.

## **Section 10.5 – Vendor Appeals**

Toys "R" Us does allow appeals for Import relation violations & deductions under the following conditions.

1. The appeal must be submitted through the Toys”R”Us Vendor Performance group (US based)
2. The appeal must be submitted within 14 days of receiving notification of the violation.

Notification of the violation begins once the violation & deduction information has been communicated by APL Logistics.

### **Appeal Submissions:**

Appeals are to be submitted in writing to [vendorcompliance@toysrus.com](mailto:vendorcompliance@toysrus.com)

### **Mandatory Documentation Required for Appeals:**

- Reason for appeal in body of email
- Extension Chargeback Notice & Invoice from APL Logistics
- Copy of Certificate of Compliance (COC)
- Copy of Forwarder’s Cargo Receipt (FCR)
- Additional documentation, as needed, to support claim

## **Section 10.6 – Vendor Extranet**

This website allows our vendor community to easily find and access information about how to conduct business with Toys “R” Us, Inc. Contained within this site are Vendor Reference Guides, links to collaborative applications, key contacts for your questions, and valuable information about our operations, processes, and policies. We continually develop this site to be more dynamic and supportive of your information needs.

**Bookmark this site!** <https://vendorconnect.toysrus.com>

The only source you need to access important information! Designed for effortless navigation, our site hosts an abundance of material to assist you, our vendor partner, in your daily business needs.

### **Extranet SA User Guide & Extranet User Guide:**

- **Go To the TRU Domestic Vendor Guide – REFER to Section 9 for User Guides & details**

### **10.6.1 Notifications / Subscriptions**

Subscriptions are used to manage your email messages and ensure that your team members are informed of issues specifically related to their job functions.

- Note: The Security Administrator will receive copies of all messages distributed

#### **Vendor User:**

To add **Subscriptions**, please follow these directions:

(Also located in your Vendor Extranet Vendor User Guide).

1. Log into your account.
2. Click on **Subscriptions**.
3. Check the box(es) you wish to subscribe to.
4. Click on **Save**.

\*You will receive subscriptions via an automated email message.

#### **Security Administrator:**

To add/modify **Users**, please follow these directions:

(Instructions also located in your Vendor Extranet Security Administrator User Guide).

1. Go to **My Account**.
2. Click on **List Users**.
3. Click on **Edit** icon. (This will pull of the Edit Vendor User screen.)
4. Add/change necessary information.
5. Click **Submit** to save changes.

\*If you do not click on "**Submit**", the changes will not be saved.

### **10.7.1 Product Return(s) to Vendor (RTV)**

Upon occasion, Toys"R"Us will identify a need to return product to vendors. Product Returns to vendors will be based on the terms of the Master Purchase Order Agreement, unauthorized shipments, invalid orders, cancelled shipments, defective, damaged or recalled product.

Product Returns are to be facilitated by the TRU Business Teams in order to identify the items, quantities, and locations requiring the return. Once the Product Return has been authorized by the Vendor (including Return Authorization Number or RA number), and the return request has been created, the RA# and return instructions will be communicated to the appropriate TRU facilities for execution per the Return Process SOPs and approved RA instructions.

#### **Special Note:**

- Toys"R"Us will not be responsible for exporting any product returns. Vendors must provide a domestic location to return the goods OR the goods will be subject for field destroy.

\*\*\* See "R"Us Domestic Vendor Guide – Section 11.13 for details on the RTV Process