WHSmith North America Inc.

Vendor Compliance Guidelines

Version: April 2026

This document supersedes all previous versions.

Introduction

At WHSmith North America, we are dedicated to serving our travelling customers by providing the products they need, when they need them most. Your commitment plays a vital role in ensuring products are delivered on time and in sellable condition. These Vendor Compliance Guidelines define the standards required to achieve efficiency, accuracy, and consistency across our supply chain. Compliance improves operational performance, strengthens our partnerships, and drives sales.

This guide outlines requirements for billing, ticketing, packaging, labelling, shipping, scheduling, documentation, and appendices covering ticket placement and item set-up.

Scope and Responsibilities

These Guidelines apply to all vendors supplying WHSmith North America Inc., its subsidiaries, and affiliates (collectively, the **"Buyer"**).

***Important!* | All vendors must comply with these Guidelines at all times. WHSmith North America will revise this document as required and notify vendors of any updates.**

Contents

Billing

Unless otherwise required by local tax laws, all Purchase Orders (POs) are for resale merchandise and are not subject to sales tax. A resale certificate may be provided upon request. For assistance, contact the **Accounting Office** at apinquiry@marshallretailgroup.com.

Each PO and delivery must be invoiced separately and must match the quantities and prices stated on the PO. Any changes to price or quantity must be approved in writing by the Buyer prior to shipment. Unapproved variances will be rejected and deducted from invoices. Invoices must be submitted in PDF form, one document per invoice.

Invoices must match quantities delivered and the agreed PO. Overages and substitutions are not permitted without written approval and will be discarded/donated at no incurred cost to WHSNA.

Invoice Submission

Invoices must be emailed, only **once** to:

AP.Merch@marshallretailgroup.com

This email is for invoices **only.**

To support the required three-way matching process, invoices must match PO details **exactly**, including:

- Vendor Name and Number
- PO Number
- WHS style / SKU Number
- Item description
- Quantity
- Unit cost
- Goods received (delivery orders must match the PO)
- DC or Store Name and Number

Any discrepancy may result in administrative processing fees and delayed payment.

Vendor Ticketing

All vendors must ticket merchandise or provide a scannable UPC barcode. Tickets should be requested from FineLine Global via:

https://www\.finelinetech\.com/contact/

Vendors equipped to produce labels or hangtags internally may do so, provided all Vendor Compliance standards are met.

- Blank ticket stock may be purchased from Supply Chain at cost plus shipping
- Prior written approval is required for ticket stock purchased from alternative sources
- WHSNA UPCs and compatible barcodes must be used unless otherwise approved
- All existing barcodes must be fully covered
- Existing hangtags must be removed unless otherwise approved
- Each sellable unit must display a price unless approved otherwise

All merchandise must be pre-ticketed prior to shipment. Ticket functionality must be verified before dispatching.

Refer to the Appendix for ticket placement guidelines.

Purchase Orders

Order Acceptance

All Purchase Orders must be reviewed and formally accepted upon receipt.

Shortages and Discrepancies

Any shortages or discrepancies must be reported within **five (5) calendar days** of PO issue or communication.

Advance Shortage Notification

Anticipated shortages must be communicated and approved by the Buyer or the Planning Team in advance of shipment.

Late Changes

Changes requested within **two (2) weeks** of the confirmed arrival week will not be accepted without prior written approval.

Packaging and Carton Labelling

Industry Standards and Size Restrictions

All corrugated shipping cartons must meet minimum industry standards for ply weight, compression strength, and puncture resistance, and must comply with NMFC requirements as well as FedEx and/or UPS size restrictions.

Palletized / Carton Packaging and Labelling

Where required, cartons must be consolidated onto standard pallets:

- Pallet dimensions: **48" x 40"**, maximum fork clearance **3.5"**
- Maximum pallet height (including pallet): **72"**
- Cartons must not exceed pallet footprint
- Stack cartons in an interlocking pattern, heaviest cartons at the bottom
- Group SKUs and POs together
- Separate POs by DC or store location where feasible

Mixed pallets must clearly identify DC/Store/PO on each carton and be properly separated.

Cartons must be securely shrink-wrapped to prevent movement during transit.

Carton Packing

- Poly-bagging of apparel and accessories is preferred and flat-packed unless otherwise specified
- Each inner carton should contain a single SKU
- Multi-piece sets must be poly-bagged together per PO
- Headwear must be packed by style/color/size as agreed
- Inner pack and carton information (item dimensions, inner pack/carton dimensions, quantities) must be provided as part of Item Set-Up
- Quantities must match the PO exactly
- Loose-fill packaging materials are prohibited
- Maximum carton weight: **50 lbs** (supply chain approval required if exceeded)

Master Pack Carton Labelling

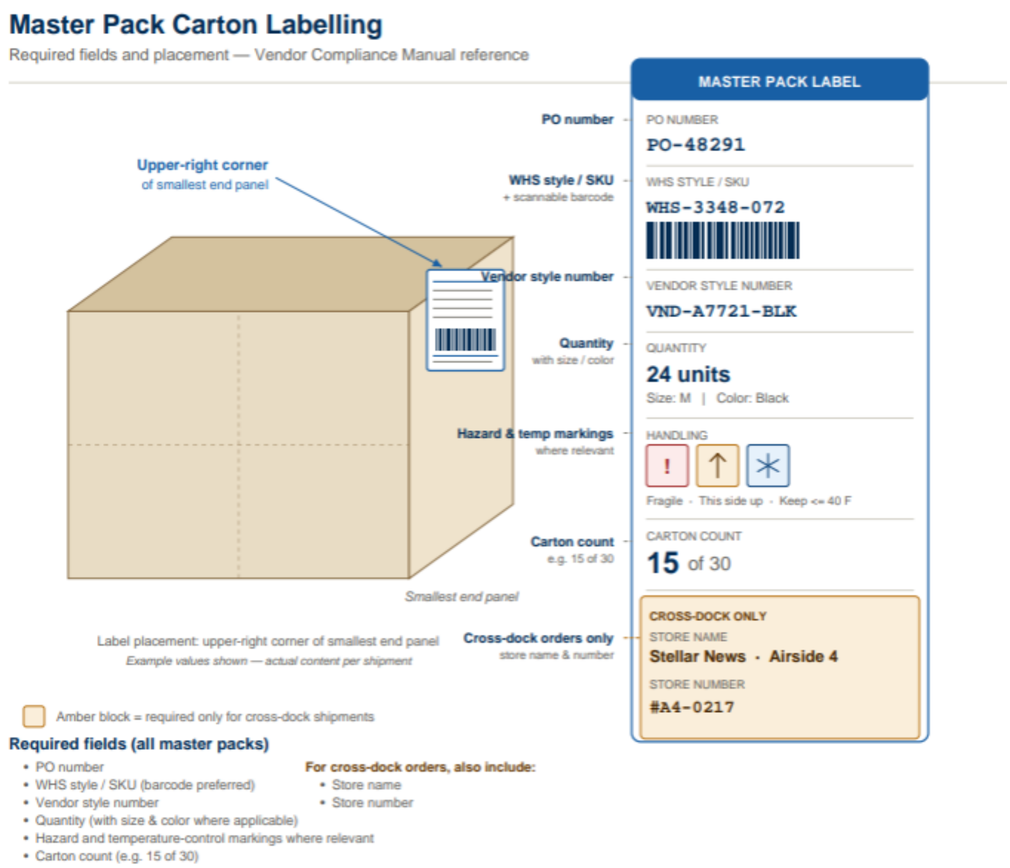
All master pack labels must include:

- PO number
- WHS style/SKU number and barcode preferred
- Vendor style number
- Quantity (with size and color where applicable)
- Hazard and temperature-control markings where relevant

- Carton count (e.g. *15 of 30*)

Labels must be placed on the smallest end panel, upper-right corner.

For cross-dock orders, store name and store number must also be included.



Inner Pack Labelling

All inner pack labels must include:

- WHS style/sku number and barcode preferred
- Description
- Color (if applicable)
- Size (if applicable)
- Quantity (with size and color where applicable)

Pre-ticketed items in clear poly bags do not require additional inner pack labels

Packing Slip

All packing slips must be legible and include:

- WHS style/SKU number
- Lot code identification (consumables only)
- PO number
- Destination DC number or store number found on the PO
- Invoice number
- Packing slip number
- Quantity (with size and color where applicable)
- Vendor company name and contact information

Bills of Lading (Palletized Shipments via LTL)

All POs must be combined on one BOL and must include:

- Name and address of shipping point
- Commodity description
- PO number
- Billing must be pre-paid (do not ship driver collect)

Shipping Label

Each carton label must include:

- Vendor name and address
- Vendor contact details
- PO number
- Carton count (e.g. 15 of 30)

Shipping

WHSmith NA does not support freight payment on vendor shipments, nor freight shipments on WePay accounts (WWEX, UPS, or other partners), unless contractually agreed. All shipments are **FOB Destination**.

Shipments must arrive by the PO cancel date or may be refused and returned at the vendor's expense.

Complete Shipments

- POs must ship complete unless written approval is obtained
- Partial shipments are not permitted without Buyer consent
- Cartons must not contain items from multiple POs

Appointment Scheduling

All DC deliveries must be scheduled through OpenDock:

https://schedule\.opendock\.com/login

Deliveries without an appointment will be refused.

One appointment per truck is required.

Each booking must include:

- Vendor name and number
- PO number
- Carton count
- Pallet count
- Unit count (optional)
- Manifest (uploaded)
- Bill of lading (optional)
- Appointment notes (if applicable)
- Email subscribers (optional)

Delivery Addresses

- **DC 990** – 3755 W. Sunset Rd, Las Vegas, NV 89118
- **DC 951** – 3455 W. Sunset Rd, Suite E, Las Vegas, NV 89118
- **DC 950** – WHSmith c/o GXO, 2353 US Highway 130, Suite A, Dayton, NJ 08810

Direct-to-store and drop-ship addresses will be noted on the PO.

General Requirements

- All US-origin deliveries must clear customs prior to arrival
- Hazardous goods must be correctly declared in OpenDock
- Vendors indemnify the Buyer against IP infringement claims
- Non-compliance may result in PO cancellation and returns at vendor cost
- New vendors must submit a valid W-9 via Graphite Vendor Set-Up Portal

Prohibited Countries of Origin

Cuba, Haiti, Iran, North Korea, Sudan, Myanmar, (most imports), Crimea, Donetsk, Luhansk, Belarus, Russia, Syria, Venezuela, Afghanistan, Somalia, South Sudan, Eritrea and Yemen.

Document Control

- **Owner:** WHSmith North America Inc.
- **Version:** April 2026
- **Review Cycle:** Annual, or as required

Appendix - Ticketing

- Belts - Attach ticket to the belt buckle. Use 3" / 75 mm Secur-a-tach fasteners (handcuffs)
- Gloves - Attach ticket at top of left glove using a 3" general-purpose fastener (bullet). Attach in seam; do not puncture fabric
- Hats - Baseball caps: attach ticket into center back seam, no more than 1" from the bottom. Other hats: attach ticket to label inside headband using a 3" general-purpose fastener (bullet)
- Necklaces, Bracelets, Anklets, Watches, Keychains - Fold ticket at perforation and loop tail around the clasp, buckle, or ring
- Earrings, Pins - Attach ticket to the back of the earrings/pin card. Attach earrings or pin to card
- Rings, Toe Rings – Loop ticket around the ring
- Ties – Attach ticket to the keeper at the back of the tie
- Scarves - Attach ticket to label or into seam (if present) using a 3" general-purpose fastener (bullet). Do not puncture fabric
- Socks, Pantyhose - Attach ticket to the back of the packaging.
- Sunglasses - Fold ticket at perforation. Loop tail around the left arm joint
- Blouses, T-Shirts, Dresses, Outerwear, Sweaters, Tops, Robes - Attach ticket into the care/size label at the neckline. If absent, attach through in the neckline seam. If this would damage the garment, email the Buyer for instructions
- Pants, Shorts, Skirts - Attach ticket into the care/size label at the waistband
- Swimwear – Attach ticket to the label. Two-piece sets, attached ticket to the care label on the top item
- Shoe Boxes - Place tickets vertically on the right side of the front of the shoe box
- Flip Flops - Attach ticket on the right shoe at the outer strap using a 3" / 75 mm Secur-a-tach fastener (handcuff)
- Slippers - Attach ticket to the outside right slipper using a 3" general-purpose fastener (bullet)
- Fragrance - Place adhesive tickets centered on the bottom of the box
- Gift & Collectables - Place piggy-back tickets over any existing barcode on the item box. If no barcode is present, place the ticket on the bottom of the box. Peel outer adhesive layer, keeping the ticket in place on the inner adhesive backing
- Handbags, Totes, Fanny Packs, Wallets, Coin Purses - Use 3" / 75 mm Secur-a-tach fasteners (handcuffs). Attach to the zipper pull inside the item. If no zipper is present, attach to the outside zipper pull or right side of handle
- Luggage - Use 3" / 75 mm clear Secur-a-tach fasteners (handcuffs). Attach to the right side of the top handle.

- Keychain, Pens – Wrap around the key ring or pen clip
- Glassware, Plates, Shot Glasses, Mugs, etc. - Attach ticket to the bottom of the item. Do not cover logos or required information (country of origin, age guidance, warnings). Adhere tickets to the product, not the packaging
- Magnets, Frames, Miscellaneous Logo Items - Attach ticket to the back of the item. Contact Buyer if placement needs discussion
- Plush - If card-stock tickets are provided, attach into the care/manufacturer label using a 3" general-purpose fastener (bullet). If peel-and-stick tickets are provided: attach to the existing hang tag.
- Beach Towels, Golf Towels - Attach ticket to the label using a 3" general-purpose fastener (bullet)

Appendix – Minimum Shelf Requirement

CATEGORY	MONTHS	DAYS*
Chips	3	90
Confections (incl. Healthy)	9	270
Gum	12	360
Water	12	360
Drinks	12	360

Appendix – Item Set-Up

Item Set-Up form – see email communication for the example attachment.

Vendors must complete Product Item Set-Up with Buyers accurately and on time. Any changes to item details for repeat deliveries must be immediately submitted for approval to the Buyer

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