



Branded and Footwear Vendor Manual

Chapter 2 EDI & Packaging Requirements

EDI TECHNOLOGY

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

Summary of Vendor Expectations

- Supply DXL Group with access to vendor's UPC catalog if DXL Group will be using the vendors UPC.
- Initiate contact with DXL Group's EDI department @ 781-828-9300. Contact ext 2651 or ext 2509 to start the testing process.
- Return a test ASN within 30 days of receiving a test PO.
- Using test data and within 30 days, send an actual UCC128 label to VendorCompliance@DXLG.com for approval.
- EDI ASN transmissions will not be approved until an actual UCC128 case label from the first EDI ASN shipment is reviewed to ensure it is on the ASN transmission. A picture of an actual label attached to the ASN must be emailed to ApplicationAdmin@dxlg.com, VendorCompliance@DXLG.com. Note we are requesting two labels, one for label format approval to and the second for EDI ASN approval.

Summary of Standards

- Merchandise should be marked with quality, industry standard; vendor generated UPC bar-code ticket including vendor style and size.
- Provide accurate, updated UPC via Quick Response Service Catalog (QRS). Merchants prefer to receive UPCs from vendors.
- Required EDI documents
 - A) 850 Purchase Order
 - B) Accurate carton level EDI 856 Advance Ship Notice (ASN)
 - C) All UCC128 labels applied to cases of an EDI PO must be successfully attached to the corresponding EDI ASN.
 - D) Functional Acknowledgment (997)
 - E) 810 Invoice
 - F) 860 PO Cancellation



EDI DOCUMENTATION AND TRANSMISSION

A. Qualifications for Becoming and EDI Partner with DXL Group

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

B. EDI Document Requirements

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

C. EDI Transmission Standards

Transmission of the # 856 Advance Shipping Notice must contain the following information.

- Our Purchase Order Number
- SKU and quantity must match the contents of the case as this is the information used to receive the shipment and verify the invoice for payment.
- Total weight of Shipment
- Total number of cartons in your shipment
- The freight carrier
- The exact quantity (in units) by SKU, color and size
- DXL Group will only accept one ASN per shipment / Bill of Lading (BOL) for domestic shipments. The ASN can contain multiple POs for the same location. Advance Shipping Notices (ASN's) must match the shipment and must be transmitted to DXL Group the same day the shipment is tendered to the carrier at the PO designated FOB point (ASN transmission date and the carrier signed BOL date must be exactly the same)
- Direct import shipments must have one ASN per container. ASN's must match each actual container; ASN's must not be shared over multiple containers. ASN's must be transmitted to DXL Group within fourteen (14) calendar days for a container shipment and three (3) calendar days for an air shipment.

D. EDI Document Requirements

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



E. UCC-128 Shipping Container Label

- Each label must match the SKU and quantity within the case to which it has been applied
- All labels applied to cases of an EDI PO shipment must be successfully attached to an EDI ASN
- A label cannot be changed by crossing out the SKU or quantity and writing the correct information in pen
- A new label must be created and assigned to the EDI ASN before submitting the EDI ASN to DXLG.

Non Compliance / Charge Backs

DXL Group will issue charge backs for any and all EDI noncompliance issues including but not limited to: unable to receive 850 purchase order; no 856 ASN transmission; 856 transmission is incorrect or was not received prior to the arrival of the shipment at DXL Group's distribution center; failure to consolidate PO's into one ASN per shipment / BOL / direct import container at the rate of \$100.00 per purchase order plus \$1.00 per carton.

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

Failure to transmit an 810 invoice or transmitting an 810 invoice with errors will result in a charge back of \$100.00 per invoice.

If you have any questions or concerns regarding DXL Group's EDI program, documentation requirements and/or transmission standards please contact our EDI department at 781-828-9300 ext. 2509 or 2651



Packaging and Presentation Requirements Overview

Objective

It is the overall objective of DXL Group, Inc that **ALL** merchandise intended for DXL Group must adhere to packaging specifications and requirements.

Packaging and Presentation Compliance Inspection critical, major and minor issues below:

PACKAGING AND PRESENTATION-APPAREL AND FOOTWEAR	Critical	Major	Minor
Missing size and care label	X		
Missing hang tag		X	
Missing price tickets, price stickers and PIDs	X		
Price tickets, price stickers and PIDs placed on wrong item	X		
Wrong UCC128 placement on case			X
Wrong size ratio in pre pack cases	X		
Wrong SKUs mixed in single SKU cases	X		
QTY in Case does not match QTY on UCC128	X		
Improper folding		X	
PID placed incorrectly on poly bag		X	
Soiled/Dirty/Unsealed poly bag		X	

Compliance Requirements - Apparel

Overview

- Written communication to the Vendor Compliance Department prior to shipment of orders for any garments missing tickets, joker tags and PIDs.
 - Depending upon situation:
 - DXL Group may choose to send missing trim to vendor/factory to complete before shipping.
 - DXL Group may request case numbers missing trim are noted on the cases and packing list as an alert to the DC to correct upon receipt.
- Written communication to the VendorCompliance@DXLG.com prior to shipment of orders that do not comply to purchase order request regarding correct sizes and colors inside cases.
 - Vendor Compliance Department will:
 - Review information with responsible partner.
 - Depending upon situation, request vendor/factory to rework order.
 - Ship as is and indicate correct information on cases and packing list.



- Broken or damaged cases are unacceptable and need to be repacked into new cases before shipping.
- GOH is defined as any garment packed and shipped in a wardrobe case that allows product to hang inside. Example – suit jacket
- Flat packed product such as shirts, shorts, loungewear, sweaters, lightweight outerwear and pants cannot include a hanger.
- Given the size of our garments all product shipped on hangers must have a minimum hanger size of 21”. Any deviation from this requirement must be approved through vendor compliance at VendorCompliance@DXLG.com



Chapter 3 - Packing and Shipping Requirements

General Requirements – Apparel/Footwear/Vendor to Store

Carton Quality

All cartons shipped to DXL Group must be compliant to the following quality standards to withstand handling and time in transit and to maintain DXL Group required weight and dimensional standard metrics. Vendor adherence is mandatory to ensure consistency and efficient handling and processing through the DXL Group Distribution Center.

- All 'EACH' cases must be packed as stated on the DXL Group EDI or hard copy PO. *Case quantity packing designator on EDI PO is **PO4** and **Buy U/M** on hard copy (see examples of EDI PO below). An 'EACH' case is defined as one SKU per case.*
- All cartons must be labeled with a DXL Group approved UCC128 label
- All cartons must be of a high quality corrugated
- Cartons must not exceed 40 lbs. in weight
- All cartons must have a bursting strength of 200 lbs (90.72 kg) per square inch or ECT (edge crush test) of 32.
- All cartons must have top opening flaps
- Bands or straps are strictly prohibited from being used on cartons
- All cartons must be securely taped in an "I" or "H" pattern with a high quality clear tape
- Standard dimensions for solid size cartons 21 ½"L x 15 ½"W x 12 ½"H
- Maximum dimensions for solid size cartons 30"L x 17"W x 14"H
- Maximum dimensions for pre pack cartons 36"L x 25"W x 30"H
- Minimum carton dimensions (excluding ties and other small accessory items) 12"L x 12"W x 4"H
- GOH (hanger packs) and outerwear cartons are exempt from the aforementioned carton dimensions. However the longest side should not exceed 59" nor should the length plus girth exceed a combined 164". Contact the DXL Group Vendor Compliance Department at VendorCompliance@DXLG.com if you have any questions regarding carton dimensions.

Non-compliance with any of the aforementioned carton standards will result in a rework charge; refer to the charge assessment chart for applicable charges.



EDI PO Example – see below for page 1 of an EDI PO, if additional screenshots are required please contact ApplicationAdmin@dxlg.com

```
TrustedLink                               Mailbox
Listing - EDI Format
Page 1
16.07.01 EDI4XXDTA
CMRG400 3/20/25 8:57:55
Mailbox number . . . . . : M00206384
Mail type . . . . . : Send
  Data Seq  Map Seq  *... ..1... ..2... ..3... ..4...
  ....5... ..6... ..7... ..8... ..9... ..0... ..1...
  ....2... ..3...*
      1          10 ST 850 4160001
      2          20 BEG 00 SA 2396352 20241122
      3          30 CUR VN USD BS USD
      4          40 REF DP 241
      5          100 CSH N
      6          180 DTM 002 20250530
      7          190 DTM 001 20250529
      8          200 DTM 037 20250504
      9          210 DTM 038 20250529
     10          560 N1 ST DC - Anchor 92 9990
     11          720 N1 BT DESTINATION XL GROUP, INC 92 99998
     12          880 N1 BY DC - Anchor 92 9990
     13          1040 N1 VN PSYCHO BUNNY 92 203996
     14          1460 PO1 65 EA 45.5 UP 990308291586 CB 2511401 WF 530
SO 255 PJ 505 F1 N3323 EVBL 1X ST BR241422109966 BO NAVY IZ 1XL VN
B6R567C200
     15          1530 CTP RTL 130
     16          1560 CTP SLP
     17          1610 PID F PBSHIROKNI/NAVY/1XL/NODIM
     18          1640 PID F PB SHIRO KNIT HONEYCO EVNNG BL
     19          1670 PO4 10
     20          1460 PO1 131 EA 45.5 UP 990308291593 CB 2511402 WF 530
```

- It is acceptable to ship 5.0% over per SKU per purchase order for all DXL Group ‘EACH’ orders shipping into the Canton DC; 9990. ***Overages are not accepted on the following order types: Pre-packs, Direct to Store and E3 Replenishment.***
- PO’s in pre-pack quantities for carton packing must maintain 100% fulfillment and accuracy.
- DXL Group does **NOT** accept overages or shortages on pre-pack orders.
- *Replenishment purchase orders must maintain 100%; global sourcing partners must be notified of any deviations to expectation.*
- Only an “EACH” PO can be submitted for approval of shortage in carton packing
- Units must be subsequently produced and air freighted at vendor/factory expense to meet original in DC date(s)
- Exceptions must be provided to Global Sourcing and supplier must have written approval for proceeding with shipping prior to 80% packing being completed.
- The criterion for communicating shortages is:
 - No greater than 5.0% shortage can be proposed per “EACH” PO for shipping
 - Vendors shipping 10% shortage/overage at the sku level must contact Merchant or GS partner for approval before shipping.



Packing Odd Units and Acceptable Overages for EACH Orders Only

- Any overages and odd units need to be in solid SKU cases. **They can't be mixed.**
- EDI units and case quantities must be verified before producing labels as the ASN and UCC128 labels must match actual case quantities and cases must match the EDI ASN.
- Crossing out the quantity on the UCC128 label **does not** change the information within the barcode. **EDI ASN** or **packing slip** matches the case contents.
- DXL Group expectation is 100% compliance of the order packed by one size, one color per carton. Email questions on packing to VendorCompliance@DXLG.com.
- Small quantity orders by sku may be mixed in cases **with** approval from VendorCompliance@DXLG.com . Orders not approved will be subjected to a rework charge.
- Global Sourcing Vendor is approved to increase a SKU count to 10pcs on any DXL Group Canton, MA (9990) order that has been placed with less than 10 pcs per SKU. This **does not** apply to E3 Replenishment, Direct to Store shipments.

Carton Labeling Information

- **Carton Markings**
 - Markings can be permanently printed into the cardboard or printed on paper and applied to the cardboard with glue. Carton Markings must include:
 - DXL Group name and address
 - Vendor Name
 - Country of Origin
 - Purchase Order Number
- **UCC128 Carton Labels**
 - DXL Group requires that all cartons be labeled with a UCC128 Carton Label. The UCC128 label illustration follows with specifications and requirements must be strictly adhered to according to the information shown.
 - For UCC128 case labels to be approved your samples must accurately scan in the PKMS system and “read” properly
 - PPK UCC128 labels must state PPK master SKU and Quantity is always 1, do not list the actual amount of units in the case.
- **PIDS (Product Identification Stickers)**
 - With the exception of pre pack cases, DXL Group requires that all non EDI cartons are affixed with a PID sticker beside the UCC128 label. See illustration below.



- **Standard Operation Procedure**

- Initiate approval process to print your own labels. Email a jpeg of your UCC128 carton labels to VendorCompliance@DXLG.com
- To be approved your samples must
 - Be scanned in the PKMS system and “read” properly
 - Conform to all specifications for EDI Technology, information contained in the attached illustration, and be human readable.
 - Written approval will be provided or a recommendation to correct will be provided

Upon receipt of DXL Group approval for the UCC128 carton label, supplier must maintain the integrity of the approved format for all UCC128 labels on all future purchase.

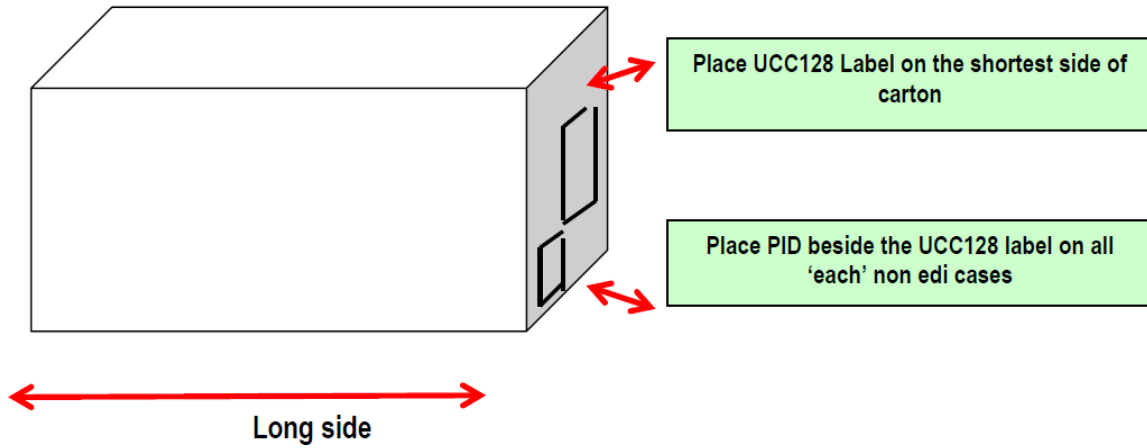
- **Standardized Placement**

Garment, Footwear and Accessories determined by carton dimensions:

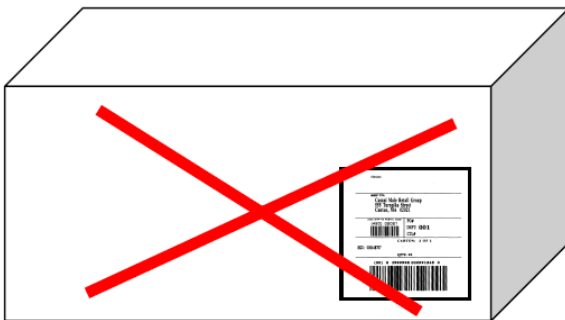
- Place the UCC128 label on the of narrowest side of carton
- Cartons under 4” in height dimension, fold label over to adhere to top of carton. Bottom portion MUST clearly indicate the UCC128 bar code if utilizing UCC128 carton label
- For GOH cases place UCC128 label on top right hand corner of case

UCC128 Case Label Placement Location

Correct Location:



Incorrect Location



DXL GROUP

Required
Ship FROM: Address
Add lines as needed

FROM:
MANHATTAN ASSOCIATES
2300
ATLANTA GA 30062

Carr: 12345
PRO#:
BOL#:

Not Required:
Carr., Pro#, BOL#

Required
Ship TO: address
Add lines as needed

TO: DDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDD
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC
EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE
FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF

Required:
Carton Pack
Quantity

Required:
DXL Group SKU

GGGGGGGGGGGGGGGGGGGGG GA 30339

(420) SHIP TO POSTAL CODE
(420) 30339

PO#:
DEPT#:
CU#: 000000025

Required:
DXL Group PO



CARTON 15 OF 20

Store Dept:
Event Code:
SKU: SKU0001
LOCN:

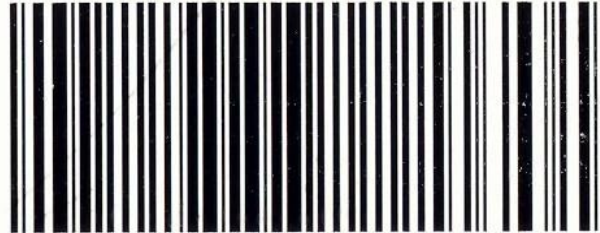
QTY: 20

Required:
Carton # in
Sequence

Required:
Postal Zip Code

(00) Serial Shipping Container

(00) 0 09999999 000000556 4



Required:
UCC128 Serial Container #

Not Required:
Store Dept and Event Code

PKMS/U221/AS/ZT2140XI12/SHLBLE01

UCC128 Bar Code must be a 20 digit numeric Bar Code*. The breakdown of the Bar Code is as follows:

- Bytes 1 thru 4...all zeros
- Bytes 5 thru 10...Your UCC Vendor prefix. A unique company identifier obtained from the UCC Council.
- Bytes 11 thru 19...Unique sequential number for each carton (value 000000001 thru 999999999) label. Even with subsequent orders, the sequence number should not recycle back to "000000001" until all numbers have been utilized for the given Vendor prefix.
- Bytes 20...Check digit

*Bar Code is the human readable representation of what is in the Bar Code. There are no spaces within the Bar Code.

Contact <http://www.gs1us.org/> for your vendor prefix number.



Packaging Requirements – Apparel and Footwear

PIDs /Tickets/Stickers/Jokers/Size Stickers

Nexgen Packaging is our nominated supplier for tickets, stickers, PIDs, Jokers and Size Stickers.

For Nexgen new vendors must create an account on each supplier's respective websites to place orders. It is the responsibility of the vendor to pay for trims.

Product Identification Sticker (PIDS) for individually packaged units

- General - Must be affixed to the front center of the poly bag; always refer to your tech pack for specific instructions
- GOH - facing the product place the PID sticker on the upper right chest just below the hanger of the garment
- Dress shirts – Stand up fold must be affixed to the back center of the poly bag
- Belts – apply PID on the top center of the bag
- Branded vendors that have been approved to use their own branded tickets/stickers/jokers must order PIDs thru Nexgen packaging

Price tickets, stickers, joker tags, size stickers

- Each merchandise unit must have a price ticket or joker affixed to the merchandise product. Refer to DXL Group standard placement located in the full technical package from Technical design for DXL Group private label brands.
- If applicable, each merchandise unit must have a size sticker strip adhered to the merchandise product. Refer to DXL Group standard placement located in the full technical package from Technical design for DXL Group private label brands.
- Vendor must verify placement requirements from merchant for product not associated with a full tech pack.
- Branded vendor should use their own tickets, stickers, joker tags after having received written approval from VendorCompliance@DXLG.com.

Folding requirements

- Folding requirements are located in a full technical package (aka tech pack).
- Vendor must attain folding requirements from merchant for product not associated with a full tech pack.
- Ties – all ties must be folded in half in a sealed polybag.
 - Polybag size: **14.9” L x 3.5” W x 0.8” H**.
 - Recommended box size for 30 ties –**16”L x 12” W x 10” H**



Packaging

- All merchandise must be folded to avoid excessive wrinkling and creasing; when placed individually, the poly bags should be of dimensions relating to the category of merchandise so each garment fits neatly and tightly within its poly bag.
- Merchandise for purchase orders (PO's) written in eaches must be placed individually in poly bags of dimensions with no more than ½" maximum space between product and poly bag on all sides.
- Belts must be loosely rolled into an 8.5 x 11 poly bag.
- Merchandise for PO's written for pre-packs should be neatly packed in one master poly bag within one carton.
- Dress shirt pre-pack PO's - To retain the shape, dress shirts must be individually poly bagged before placing in large PPK poly bag. PID does not need to be applied to the poly bags.
- Unless an order is designated as a pre-pack, all items are expected to arrive in individual poly bags. Example: A package of athletic socks sold as one price should be packaged in one poly bag. Socks that are sold as one individual item must be packaged individually.
- The use of string or any other material including inner boxes to bundle garments together in the master carton is strictly prohibited.

Standards

- Factory sourced
- All flat pack merchandise must be placed neck or waist first in a poly bag in order to fit to the size of the folded garment. There should be no more than ½" of maximum space between the garment and the poly bag; the maximum dimensions for flat pack merchandise poly bags are 23" x 15".
- Poly bags for flat pack merchandise must be of linear low-density polyethylene of a minimum thickness of 1.0 mil.
- GOH and outerwear poly bags must be of a linear low-density polyethylene of a minimum thickness of 1.25 millimeters. The polybag must be longer than the garment to avoid wrinkling however it cannot exceed 3" in additional length.
- Poly bags for leathers, furs and suede should have vent holes.
- All poly bags must be sealed by one of three methods:
 - A self-adhesive strip
 - Three pieces of scotch tape 2" in length by ½" wide diagonally placed across the bag opening
 - A piece of 2" packing tape placed across two thirds of the opening
- Unsecured fold-in flaps are not acceptable.
- Poly bags with an opening size of five inches or more must have a Suffocation Warning.



- Back of bag -Required Suffocation Warning in English and Spanish:
 - **English** - WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP THIS BAG AWAY FROM INFANTS AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES, OR PLAYPENS. THIN FILM MAY CLING TO NOSE AND MOUTH AND PREVENT BREATHING. THIS BAG IS NOT A TOY.
 - **Spanish** - ADVERTENCIA: PARA EVITAR EL PELIGRO DE ASFIXIA O SUFFOCACION, MANTENGA ESTA BOLSA FUERA DEL ALCANCE DE INFANTES Y DE NIÑOS. NO LA USE EN CUNAS, CAMAS, COCHECITOS O CORRALITOS. EL PLASTICO FINO PUEDE AFERRARSE A LA NARIZ Y BOCA Y PUEDE EVITAR LA RESPIRACIÓN. ESTA BOLSA NO ES UN JUGUETE.

Chargeback Policy

- *Please refer to the chargeback assessment chart for non-compliance with any of the aforementioned merchandise preparation and/or packaging requirements*

Footwear - Labeling Guideline Overview - Footwear

- Country of Origin Marking (COO)
 - For footwear other than slippers, US Customs requires that the COO be permanently marked either by molding on the outer sole, imprinting inside the shoe or a sewn-in label. Slippers may be labeled with stickers or hangtags.
 - The COO must be conspicuous and legible. The phrase “Made in XXX” is acceptable in English and does not require translating into any other national language. However, if the phrase is varied in any way, then translation is required.
- Importer Identification
 - In the USA, Europe and Canada, Brand logo is sufficient business identification for unpackaged footwear. Packaging is defined as any material used to contain, surround or confine the product – the most common package type being a shoebox.
- Size
 - Size must be indicated in the US numerical sizing convention regardless of market. Other national conventions may be used in addition to the US numerical sizing convention since market laws do not restrict sizing. Note: If letters or words are used such as “M/L” translations must be provided for in all EU labels.
- Composition
 - There is a European Footwear Directive that details the labeling of materials used in the main components of footwear for sale to the consumer. Footwear must be labeled with the generic composition of the following 3 parts: Upper, Lining and Sock, and Outer Sole.
 - The appropriate generic composition for any of these parts is: Leather, Coated Leather, Textile or Other Materials
 - *Upper*: Outside upper parts of footwear. Ankle patches, edgings, hardware and ornamentation. Composition is based on 80% of the surface area of the upper excluding ankle patches, edgings, hardware and ornamentation.



- *Lining and Sock*: Inside lining of the upper and insole. Composition is based on 80% of the surface area of the Lining and Sock.



- *Outer Sole*: Outside bottom part of footwear. Composition is based on 80% of the volume of the outer sole. It is measured on the visible portion only and excludes extensions concealed by the upper.

DXL GROUP

- Composition Terms
 - Leather: Natural leather with no applied surface coating greater than 0.15 mm
 - Coated Leather: Surface coating greater than 0.15 mm but less than 1/3 of the product's total finish. This designation is typically intended for performance footwear designed to resist water or lesser grades of leather that have thick, plasticized coatings. It does not refer to typical leather finishes.
 - Textile: Natural, synthetic or non-woven textile materials such as cotton, rayon, hemp, felt and the like.
 - Note: When footwear contains wool, or if there is an insulating lining, the actual fiber content must be called out. Using the term "Textile" is not sufficient in this case.
 - EXAMPLE I - Part contains wool:
Upper: 100% Wool
 - EXAMPLE II - Insulating or warm lining:
Lining and Sock: Shell: 100% Nylon
Fill: 100% Polyester
 - Other Materials: Refers to materials such as cork, plastic, rubber, synthetic leather, etc.

- Canada Stuffed Articles
 - Footwear such as slippers that have stuffing material in the upper must display a Canada Stuffed Articles Label. Further information may be obtained from:
 - Offices Dealing with the Provincial Requirements for Upholstered and Stuffed Articles
 - **Quebec**
Ministère du Développement économique, de l'Innovation et de l'Exportation
(Ministry of Economic Development, Innovation and Export Trade)
Government of Quebec
www.mdeie.gouv.qc.ca
 - **Ontario**
Technical Standards and Safety Authority
www.tssa.org
 - **Manitoba**
Consumers' Bureau
Government of Manitoba
www.gov.mb.ca/finance/cca/consumb

- Performance Claims
 - Statements such as "Water Resistant" or "Waterproof" are performance claims and as such must be substantiated by laboratory testing. There are laws and directives requiring that all claims be accurate and not misleading or deceptive in any way.

- Label Placement
 - COO marking must be permanent by means of molding on the outer sole, imprinting inside the shoe, or by a sewn-in label.
 - All other labeling may be on a sticker or hangtag and must be visible, accessible, legible and securely affixed. At least one shoe of the pair must bear the label.



Inner Packaging – Footwear Box and Materials

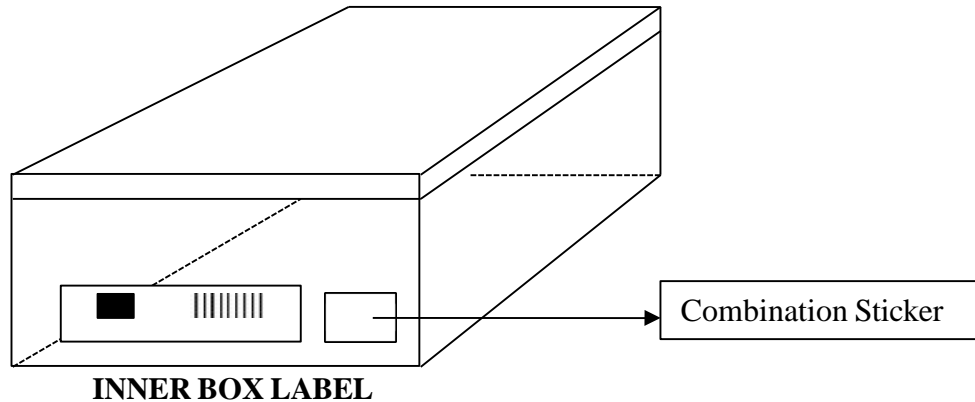
- Footwear box shall be sufficiently sized to hold footwear without deforming the footwear or retail box.
- Each footwear box should be well constructed so as not to fall apart, deform or crush when stacked. Each footwear box shall have a separate top or if it is a **single piece box** it shall have a finger opening to provide for ease of opening.
- Packaging shall include a sufficient amount of tissue paper inside each shoe to prevent crushing/deforming of the footwear.
- Each shoe shall be encased in a plastic bag or tissue paper to prevent any scratching / marring / damage or rubbing of shoes against each other. General industry standards for plastic bag apply
 - Factory sourced
 - Tissue must meet industry standard quality, construction and regulatory requirements
 - Poly bag Material of linear low-density polyethylene of a minimum thickness of 1.0 mil
 - Poly bags with a 5” opening or larger will require the below suffocation in English and French:

WARNING: TO AVOID DANGER OF SUFFOCATION KEEP THIS BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES, OR PLAYPENS. THIN FILM MAY CLING TO NOSE AND MOUTH AND PREVENT BREATHING. THIS BAG IS NOT A TOY.

Inner Packaging – Footwear Box General Markings:

- Each footwear box may have a picture of the footwear.
- Each footwear box shall include name of brand of footwear.
- Each footwear box shall include country of origin marked in a conspicuous and legible way.
- INNER BOX LABEL (see illustration that follows for general placement) = Each footwear box for retail shall be marked (manufacturer’s markings) as follows but not limited to:
 - Description
 - Size of shoe
 - Width of shoe
 - Style #
 - UPC markings

Packaging – footwear box stickers and placement



CUSTOMER LABEL = Combined Price Sticker and PID: location as pictured above at same end as vendor's information.

Packaging – Footwear Hanging Materials



- Hanger and attachment method. Factory sourced unless otherwise indicated or requested from DXL Group Merchandising Buyer.
- Polybag is factory sourced and must meet minimum industry standards as above mentioned.



IMPORTANT

Trailer and Pallet Loading

These requirements must be read and fully understood by the personnel responsible for trailer/container and pallet loading. Ensure that any questions are presented to DXL Group Vendor Compliance VendorCompliance@DXLG.com prior to any loading.

- **NO EXCEPTIONS**
- **PO and SKU**
 - Cases must always be loaded facing towards the tail of the container or trailer
 - Must always be packed together by PO and also by SKU in consecutive order when loading a trailer or a pallet
 - Whether floor loaded into a trailer / container or stacked on pallets; there are absolutely no exceptions to loading together by PO and SKU #
 - Ensures an efficient unloading process at DXL Group's distribution center
- **Cartons are loaded on a pallet by PO and SKU**
 - The cartons must be uniformly stacked in a block configuration with the carton label clearly visible.
 - When pallet loading it is important to ship as few pallets as possible to reduce freight charges
 - We permit and encourage multiple PO's and SKU's on a pallet as long as they are stacked together by each PO and SKU in consecutive order

Traffic Department Email: traffic@dxlg.com / Fax: (781) 828 – 5035
Telephone: (781) 828 – 9300 Ext. 2528 or 2223

Standard Shipping Terms

LDP Shipments for ~~both~~ Domestic Vendors

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

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

If you have any questions, please contact the DXLG Logistics Dept. Email traffic@dxlg.com or Telephone # (781)-828-9300, Ext. 2528.



Definitions of associated terms:

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

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

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

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

FOB Vessel Country of Origin Suppliers

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

Purchase orders must be shipped within the ship window established by the “Do Not Ship Before” and the “Do Not Ship After” vessel dates as written and contracted in the purchase order to achieve the expected delivery date. All suppliers should contact the appropriate Century origin office for booking, routing and documentation instructions at least **THIRTY (30)** days prior to the Do Not Ship Before date designated in each purchase order.

Definitions of associated terms:

“Do Not Ship Before”: first vessel sailing date available

“Do Not Ship After”: last vessel sailing date available

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

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

Authorization for Late Shipment

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

LDP Shipments for ~~both~~ Domestic Vendors

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

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



Unauthorized Shipment

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

Chargeback Policy:

Please refer to the chargeback assessment chart for non-compliance with any of the aforementioned merchandise preparation and/or packaging requirements



Vendor To Store Order Process

- A monthly store address file will be emailed to all vendors participating in the Vendor to Store program. This file includes new store addresses, store closings and stores that will remain open but have moved to a new address.
- Individual store update alert will be sent throughout the month.
- It is the vendor's responsibility to maintain the current address file on a consistent basis to avoid product shipping to the incorrect address. An acknowledgment email must be sent to the DXLG sender.
- Unlike DC orders, we ask that you pack as many units in one box as possible to avoid excess trash at the stores.
- Vendor to store product does not need to be poly bagged or have PIDs applied as this process is strictly for the Distribution Center.
- It is not necessary to use a UCC128 label for VTS orders; you may use a UPS shipping label. Please follow the UPS weight guidelines.
- Invoices to Finance must be invoiced by store; we cannot accept one invoice that encompasses all stores. Non EDI invoices can be emailed to Smckinney@dxlg.com.
- All orders are shipped under our UPS 3rd party account #, see instructions from Chapter 4 of the vendor guide below:

Question/concerns please email vendorcompliance@dxlg.com

- **Vendor To Store P.O. Routing**
P.O.'s written for vendor drop ship direct to DXL GROUP stores (U.S.A.) are to be shipped via **UPS Ground Commercial** service; freight charges are to be third (3rd) party billed to DXL GROUP UPS account # 2RV702. Note the store # in each P.O. to determine the correct ship to store.

Vendor Net: Vendors shipping direct to consumer please see contact information below for requirements

What is Vendor Net?

VendorNet Dropship Manager is a web-based solution that enables DXLG to electronically integrate with vendors for online ordering, purchase order and packing slip generation, order acknowledgements, ship confirmations, invoicing, estimated ship dates, and customer service functions.

- Drop Ship contact: Dropship@dxlg.com



Chapter 4 - Logistics – Routing Requirements

Import Routing Guide: See below
Domestic & Canada Routing Guide: See page 7
Drop Ship Guide: See page 9

Import Routing Guide

For any shipment originating outside of Asia or on the Indian subcontinent, please send your routing request to the DXL Logistics team at +traffic@dxlg.com

Consolidator: (Asia/India subcontinent origins)

Century Distribution System is our consolidator for direct import air and ocean shipments for all purchase orders originating in Asia and the Indian subcontinent

Century has offices throughout Asia a listing of their offices can be found at <http://www.cds-net.com/Offices.aspx>

Whenever it is necessary for your purchase order(s) to be shipped via air they must be routed using Century regardless of the party incurring the expense. This may not be deviated from.

Importer Security Filing (ISF)

Importer Security Filing (ISF) is a step in the [Department of Homeland Security's](#) (DHS) strategy to better assess and identify high-risk shipments from entering the United States. ISF is a requirement of [US Customs and Border Protection](#) (CBP) for importers and carriers to electronically submit detailed information regarding the shipment before it departs the port of origin. This regulation requires ocean carriers to submit “10+2” information in order to enhance the security of the maritime shipments. ISF (10 + 2) information includes 10 data elements reported by the vendor/importer generally submitted at the time of booking and 2 additional data elements that are provided by the carrier.

Century acts as DXL’s agent and is authorized to submit the ISF on our behalf at the port of departure. Vendors must submit the ISF information listed below as part of the VMS booking process.



ISF Data Elements

1. **Seller** – Must be submitted by the vendor
2. **Buyer** – Preloaded into Century/VMS
3. **Importer of Record number/FTZ Applicant ID number** – Preloaded into Century/VMS
4. **Consignee number** – Preloaded into Century/VMS
5. **Manufacturer (or supplier)** – Must be submitted by the vendor.
6. **Ship to party** – Preloaded into Century/VMS
7. **Country of origin** – Must be submitted by vendor.
8. **Harmonized Tariff Schedule number** – Preloaded into Century/VMS
9. **Container stuffing location** – Must be submitted by the vendor in cases of Factory Loaded containers only
10. **Consolidator (stuffer)** – Will be submitted by Century for CFS loads.

The “+2” data elements which are entirely the responsibility of the steamship line are:

1. Vessel stow plan
2. Container status messages

Seven Point+ Pest C-TPAT Security Container Inspection Report

All factory loaded containers must be accompanied by a completed FACTORY 7 POINT C-TPAT CONTAINER PRELOAD INSPECTION REPORT (**please see Exhibit “A”**). This document is required by DXL for C-TPAT verification purposes. The must be included with the balance of documents being submitted to Century. Please note that Century will not issue an FCR for factory loaded containers without submission of the report.

Seals

All ocean containers must be sealed with a “High Security” seals meeting at least the minimum requirements as prescribed by US Customs C-TPAT requirements. These seals can be obtained from the ocean carrier who is shipping the container.

Documentation Requirements

Effective June 20th, 2016 all vendors will be required to submit documentation certifying the “Verified Gross Mass” of their shipment prior to delivery to the carrier. Please see “Exhibit C” regarding “VGM” requirements.

Century will issue a Forwarder’s Cargo Receipt (FCR) for all shipments (other than those that the L/C or that legally require a bill of lading) once the merchandise has been delivered on a timely basis; correct documentation (see list below) has been submitted and all charges have been paid to Century.

Please note that DXL’s terms of purchase for all direct import purchase orders are FOB, meaning that all origin charges assessed by consolidators, freight forwarders and/or steamship lines/airlines, are the responsibility of the vendor. To maintain the timely and correct routing of your purchase order(s), all suppliers should contact the appropriate Century origin office for booking, routing and documentation instructions at least 10 days (for sea) or 4 days (for air) prior to the “Do Not Ship After” date designated in each purchase order.



Document	# Copies
Document Cover Letter	1
Seaway Bill of Lading	1
FCR	1
Signed Commercial Invoice	1
Packing List	1
Century Vendor Invoice	1
7 Point Inspection Checklist; for factory loaded containers See Exhibit "A"	1
VGM Certificate – See Exhibit "C"	1
Late Document Notice (if applicable)	1
Agent Inspection Certificate	1
Container Load Plan (CY/CY only)	1
Fish & Wildlife Certification (if applicable)	1
Visa Export License (if applicable)	1
Country of Origin Certificate Form A (if applicable)	1
Fumigation Certificate (if applicable)	1
WPM (wood packaging) Statement or Certificate (if applicable)	1

Minimum Freight Volumes Required for a Factory Loaded Container

- 45' Container = 70 CBM or more
- HQ Container = 60 CBM or more
- 40' Container = 50 CBM or more
- 20' Container = Not allowed without specific authorization from DXL GROUP Logistics

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

- Cargo must be loaded into container by Purchase Order and SKU number sequence.
- A PO can only be split between two containers when there are too many cartons in a PO to fit into one container. The balance may be loaded into a second container; however, SKU integrity must always be maintained. A SKU may never be split over multiple containers. The overage must be loaded on tail of the subsequent container. ***A separate ASN must be created for each container.***



- Should a vendor deliver a factory loaded container not meeting the minimums outlined above, the factory shall be charged back the dead freight differential between what is actually loaded and the minimums noted above.

Late Shipments Chargeback Policy

Please refer to the *Chargeback Assessment Fees* section for all applicable late shipment penalties.



EXHIBIT "C"

VENDOR VERIFIED GROSS MASS CERTIFICATION FORM
(On factory/vendor letterhead)

We hereby certify that we have calculated the "Verified Gross Mass" of our shipment using one of the following 2 methods (check off one).

Method 1 –The container has been weighed at our direction either at our facility or a third party weighing station upon conclusion of the packing and sealing of the container.

Method 2 – We have weighed or have had a third party weigh all packages and cargo items as well as pallets, dunnage or other packaging and have in the case of a factory loaded container added the tare mass of container to determine the "Verified Gross Mass" of the container.

We further certify that the weighing process was performed using scales that have been certified and meet the applicable local and/or national governmental accuracy standards and requirements. We further certify that VGM of the shipment has been submitted electronically to Century through the VMS system.

Invoice No:

Purchase Order no(s):

Container number (Factory Loaded Containers only):

Verified Gross Mass of shipment:

Signature: _____

Name:

Title:

Date:



The routing and shipping instructions contained within this guide must be strictly adhered to when shipping merchandise to all divisions of the Destination XL Group's (DXL) distribution center (store 9990) in Canton, MA; direct (drop ship) to U.S.A. stores and/or customers and direct (drop ship) to Canada stores. Only carriers authorized and assigned by DXL can be used. Violations or non-compliance resulting in incremental freight, handling or administrative costs being incurred by DXL will be charged back in full (minimum charge \$100.00). The policies contained herein supersede any and all prior publications of the DXL Vendor Routing Guide. Please discard all prior versions and ensure that all customer service, logistics and shipping associates within your company receive a copy of this routing guide and fully comply with its instructions.

DXL group has partnered with GlobalTranz/Cerasis) to use their Transportation Management System (TMS) to authorize and route all inbound shipments to DXL's Canton DC only. The TMS is not to be used for drop shipments to DXL's stores.

Effective April 1, 2021 vendors will be required to log into the GlobalTranz/Cerasis secure Vendor Shipment Portal to request routing authorization for purchase orders shipping to DXL's Canton DC only with a "Do Not Ship Before" date of April 5, 2021 or later. Once the DXL Traffic team routes your shipment with a carrier, you will be sent the routing instructions and a bill of lading (BOL) via email. Should any of the PO's requested be declined you will receive an email advising this and the reason why (early, late, partial etc.). Please reference exhibit "D" on page 12 for further guidance and instruction.

DXL VENDOR ROUTING STANDARDS AND REQUIREMENTS

*Any and all routing guide, shipping and/or freight related violations will be charged back at the associated rate as listed below on pages 8& 9 and/or in the **Chargeback Assessment Fees** located in the DXL Vendor Compliance Requirements section.*

- Vendors must request routing via the TMS a minimum of 2 full business days' prior to their ready to ship date. For Landed (LDP) shipments 2 full business days' before shipments arrive in port and clear U.S. Customs. Failure to comply resulting in increased freight cost and/or subsequent pier related charges such as but not limited to detention, per diem and demurrage will be charged back.
- All P.O.'s must be shipped complete and on time. Partial, early or late shipments are not permitted without pre-approval from DXL's Divisional Merchandise Manager (DMM).
- LDP terms: Except for FOB Boston, DXL does not pick up full LDP containers. Non FOB Boston full containers, LCL and Air shipments must be tendered to DXL's carrier as loose freight.
- DXL encourages pallet loading unless the cubic measurement will prohibit all cartons from loading into one trailer; cartons must then be loaded loose on the floor of the trailer to maximize the space in the trailer. DXL will issue instructions in the TMS whether to pallet or floor (loose cartons) load. Pallet height should not exceed 6 ½' (including pallet).



- Carrier loading (detention) at vendor warehouse or shipping location cannot exceed the carrier's free time limit. Any detention charged by a carrier exceeding their free time limit will be charged back in full.
- Air Freight can only be authorized by the DXL Logistics Dept.
- When authorized, UPS Ground shipping must be either on a collect or 3rd Party basis. Do not prepay and add freight charges to your merchandise invoice. DXL does not pay freight on merchandise invoices. Contact DXL Logistics for the applicable UPS account number to be applied to your shipment
- It is mandatory that you utilize the BOL provided via email by DXL

SCHEDULE OF CHARGE BACK FEES FOR ROUTING GUIDE VIOLATIONS

SHIPMENT VIA UNAUTHORIZED CARRIER: The charge back will be the incremental freight expense incurred; minimum charge \$100.00.

LESS THAN 2 FULL BUSINESS DAY NOTICE FOR ROUTING: If routing was not requested via the TMS at least 2 full business days prior to the ready to ship date resulting in a more expensive carrier routing being assigned, the incremental freight expense incurred will be charged back; minimum charge \$100.00

BILL OF LADING VIOLATIONS (BOL): \$250.00 per BOL. The BOL provided by DXL must be used.

INACCURATE WEIGHT, PALLET or CUBIC MEASUREMENTS: If the actual shipped (billed) weight, pallet count or cubic foot calculation is either less than or greater than the weight, pallet count or cubic foot calculation listed in the TMS; any incremental freight expense caused by the variance will be charged back in full; minimum charge \$100.00.

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

INCORRECT NMFC CODE: Any incremental freight charges incurred will be charged back; minimum charge \$100.

AIR FREIGHT: For any air shipment not authorized by DXL Logistics, the difference between the air and ground freight charges will be charged back in total; minimum charge \$100.00.

DROP SHIP VIOLATIONS: Vendor direct to store PO's shipped either to the DXL DC or the wrong store address will be charged back for the incremental freight expense and/or additional handling incurred; minimum charge \$100.00.

TRAILER DETENTION AT VENDOR SHIPPING POINT (LOADING ORIGIN): Any and all carrier charges incurred for detention beyond the carrier's free time limit will be charged back in total; minimum charge \$100.00.



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

Drop Ship (vendor direct) to store P.O. Routing

DO NOT ENTER DROP SHIP PO'S TO STORES INTO THE TMS

P.O.'s written for vendor drop ship direct to DXL stores (U.S.A.) are to be shipped via **UPS Ground Commercial** service; freight charges are to be third (3rd) party billed to DXL's UPS account. Please contact +traffic@dxlg.com for proper account no. prior to your first shipment. Refer to the store # notated within each P.O. to determine the correct ship to store and address.

DXL, Inc.
c/o Destination XL Group, Inc.
555 Turnpike Street, Canton, MA 02021

For store # 9990 DC – Anchor (Canton distribution center) please use the address below.

Destination XL Group, Inc.
555 Turnpike Street, Canton, MA 02021

For store address verification contact vendorcompliance@dxlg.com.

Drop Ship (vendor direct) catalog / web order Routing

Catalog / web orders are to be shipped UPS; freight charges are to be third (3rd) party billed to DXL's UPS account. Please contact +traffic@dxlg.com prior to your first shipment for account number.



Drop Ship (vendor direct) to DXL Canada stores
(Effective March 3, 2017)

Shipping from the United States only

1) Vendors must prepare an export commercial invoice for shipment to DXL Canada stores must contain the following:

- a. Shipper:
 - Vendor Name
 - Address
 - Contact name, phone and email address
- b. Sold/Ship to:
 - DXL Canada, Inc.,
 - Business no. 862240074RM0001
 - DXL Store Number
 - Address
- c. Bill to:
 - DXL Canada, Inc.
 - c/o Destination XL Group, Inc.
 - 555 Turnpike Street, Canton, MA 02021
- d. DXL Canada PO no.
- e. Complete line by line item description including Item No., Common Name, Canadian or US HTS no., Country of Manufacture, total units, unit & total price in USD, weight and cube. Please affix 3 copies of the invoice (and NAFTA Certificate, see below) to the first carton of the shipment.
- f. If any of the products are made in the USA a NAFTA Certificate of Origin must be completed and submitted at the time of shipment in order to ensure duty free entry into Canada. A Sample can be found at: <http://www.cbsa-asfc.gc.ca/publications/forms-formulaires/b232-eng.html>

2) Shipping instructions

Please ship to the store address noted on your purchase order via FedEx **INTERNATIONAL PRIORITY**. Please email canadatrafic@dxlg.com for **Third Party billing account no.** Pickup can be arranged by calling 1-800-463-3339 or on the web at www.fedex.com.



Shipping within (intra) Canada

Shipping instructions

Please ship to the store address noted on your purchase order via FedEx **GROUND**.
Please email canadatrafic@dxlg.com for Third Party billing account no.. Pickup can be arranged by calling 1-800-463-3339 or on the web at www.fedex.com

Contact DXL Logistics

Please contact DXL logistics as follows should you have any questions or need further assistance regarding this domestic / Canada routing guide.

DXL Logistics Hours: Monday – Thursday 8am-4pm
Friday 8am – 2pm

Friday Memorial Day through Labor Day 8am – 12pm noon

The times noted above are in the Eastern Time zone

Domestic - Email: traffic@dxlg.com / Fax: (781) 828-5035
Telephone: (781) 828-9300 Ext. 2528

Canada - Email: canadatrafic@dxlg.com / Fax: (781) 828-5035
Telephone: (781) 828-9300 Ext. 2665



EXHIBIT "D"

March 12, 2021

Dear Valued Destination XL Vendor,

Destination XL (DXL) is excited to announce that we have selected GlobalTranz / Cerasis; a third party logistics provider based in Eagan MN who emphasizes co-managed logistics to provide transportation management services (TMS) for DXL. GlobalTranz will provide transportation management technology and strategic logistics solutions that will upgrade DXL's Supply Chain processes, improve vendor user experience and aid in controlling freight costs. Vendors must utilize the GlobalTranz / Cerasis for all PO's with a Do not Ship before date of April 5 2021 and any unshipped portion of purchase orders that will ship after April 5, 2021 as the Transportation Insight web portal will no longer be active. There are a number of improvements being made with the introduction of the new TMS. Your Shipping Department can now look up and select a valid PO from the TMs for routing and only need to add the shipping information i.e. units, cartons, weight etc. In addition your team can request multiple purchase orders on a single routing request rather than one purchase order at a time. The GlobalTranz team will reach out to your shipping team starting in mid-March based on the ship date of your PO to schedule training supply your team with "How To" documentation, and answer any additional questions from your teams so that you can utilize the system as soon as it is implemented should you have any questions regarding the rollout of DXL's TMS Vendor Shipment Portal, please do not hesitate to contact one of the following individuals listed below or the DXL Logistics Team.

GlobalTranz Vendor support

Team Slate

Julie Schrandt -Team Lead

Cerasisitea [mslate@globaltranz.com](mailto:m slate@globaltranz.com)

800-734-5351 # 0, 3

Log on/ Training/ Tech issues