

VENDOR compliance KIT



2023-2024



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EDITS



PAGE NUMBER	DESCRIPTION
7	Updated Policy on Shrink Wrapping Calendars
8	Contacts updated
11	Updated Buying Timeline, Mock-up & Sample Requirements and Quantities
20	Clarification of Policy for Late Shipments of dated calendar products



Calendar Holdings LLC (“Calendar Holdings”) has built strong relationships with our vendors during the growth of our Go! Calendars, Go! Games, Go! Games & Toys, and Calendars.com retail stores. As our business continues to expand, it is critical that we maintain a strong focus on operational efficiency. By working together, we can receive your product into our distribution centers as efficiently and timely as possible. Increased efficiency aids in faster movement of your product to the sales floor.

This Vendor Compliance Kit (this “Kit”) details all Calendar Holdings compliance requirements for shipments from our vendor partners. Our requirements reflect our commitment to reduce the time and effort involved in transporting and processing your product through the supply chain, and controlling unnecessary freight, materials, and labor expenses. The requirements set forth in this Kit are definitive, clear and consistent with the standard practices prevalent throughout the retail industry. Your compliance to the policies and procedures contained in this Kit will help ensure that these goals are achieved.

When a purchase order is accepted, the requirements of this Kit are automatically accepted. Our vendor compliance team monitors all inbound shipments to our facilities to ensure they are in alignment with the requirements set forth in this Kit. Failure to meet any requirements will result in a vendor chargeback for noncompliance. Our intent with charging vendors for non-compliance is to offset those additional expenses that could have been avoided. As always, we are willing to work with you to establish proper procedures that will comply with our requirements. Our goal is not to assess charges, but to have zero charges and 100% compliance.

We appreciate your cooperation, and hope that the successful partnership between us continues to grow.

WHO SHOULD USE THIS KIT

This is the standard Kit used by the vast majority of our product vendors. Use this comprehensive edition if your products will be shipped to our distribution center and sold in our retail stores.

There are separate vendor compliance kits available for product vendors who have special arrangements. You will be notified by your buyer or Vendor Relations if you should be using one of these specialty kits:

- Drop Ship
- Ecommerce Only

HOW TO USE THE KIT

This Kit serves as your reference for doing business with Calendar Holdings. You should read through this entire document closely, as you are expected to comply with the requirements set forth herein. We encourage you to share this Kit by distributing it internally throughout your organization.

The most recent edition of this Kit is always posted electronically on our vendor website, www.SRVexchange.com. Please note that this Kit can and will be edited from time to time, and we will notify the primary contact for each vendor via email when changes are executed. It is a good idea to make sure that you are using the most recent version of this Kit by checking the version number on the website.

Failure to comply with the provisions contained in this Kit is considered a breach of the Vendor Compliance Agreement and may result in non-compliance charges being assessed.



GETTING HELP

Calendar Holdings employs a Vendor Relations department dedicated to helping product vendors navigate our system. The VR department can assist you with contracts, insurance, product data, images, carton labels, shipping appointments, and more.

The best way to reach Vendor Relations is via email: vendorinfo@calendars.com

Multiple team members check this email address frequently and your message will generally be responded to in a short period of time. Be sure you include your name and company name in your email.

If you need to call us, please refer to the contact list on the next page.

EXCEPTIONS

This Kit will cancel and supersede all previously issued instructions including previously authorized exceptions. If you find that you will be unable to fulfill any of the requirements set forth in this Kit, please contact the Vendor Relations department for assistance. The only exceptions to our vendor compliance standards are written agreements approved by the Vendor Relations Manager.

SHRINK-WRAP

In an effort to reduce plastic waste, we are no longer accepting shrink wrapped wall calendars. We do accept the use of wafer seals or a designed flap to hold the calendar and stiffener in place.

STIFFENERS (CALENDARS)

Stiffeners are required for all wall and mini calendars. The specifications necessary are:

- B-flute, 175-LB test single-wall stiffener.
- Stiffeners must be the same size as the wall or mini calendar to ensure maximum protection.

VENDOR DISPLAYS

All vendor-supplied displays will be considered disposable. We will not re-use any vendor supplied fixtures or displays.

MARKETING INSERTS

Marketing Inserts that direct consumers to websites for sales, discounts, or promotions on titles carried by our stores or website may not be placed in your products.

3RD PARTY SELLING

The calendars.com team reserves the right to sell through 3rd party channels such as Amazon, Ebay, Wal-Mart and similar web marketplaces. Please notify your buyer, in writing, if you would not like your product to be sold through these channels.



CONTACTS BY DEPARTMENT

Need to reach us? You can always send an email to vendorinfo@calendars.com. Emails to that address are read multiple times a day by the members of the Vendor Relations team. If they cannot help you, they will forward your email to the person who can.

CORPORATE OFFICE & EXPO2 DISTRIBUTION

Calendar Holdings LLC
6411 Burleson Road
Austin, TX 78744
512.386.7220

Go! RETAIL GROUP DISTRIBUTION CENTER

175 Southwestern Avenue Suite 110
New Braunfels, TX 78132
512.444.3555

Need to reach a specific person? Following is a list of our team members with whom you are most likely to have contact.

CONTACT	TITLE	EMAIL	FAX	PHONE
MERCHANDISING				
Jennifer Schubert	Executive VP of Merchandising	jenns@calendars.com	512-389-4002	512-386-7220 x133
Billy Bowser	Director of Games & Toys	billyb@calendars.com	512-389-4002	512-386-7220 x169
Katherine Delph	Merchandising Assistant	katherined@calendars.com	512-389-4002	512-386-7220 x136

VENDOR RELATIONS

Tod Corley Vendor Relations Manager

E-COMMERCE

Jessica Maier	VP, Digital Merchandising	jessicam@calendars.com	512-369-6192	512-386-7220 x147
Andy Chapman	Digital Merchandising Assisant	andrewc@calendars.com	512-369-6192	512-637-8996
Brenda Garza	Assisant Manager, Merchandising	brendag@calendars.com	512-369-6192	512-637-8996
Sarah Farrar	Digital Operations Director	sarahf@calendars.com	512-369-6192	512-637-8996

ACCOUNTING

Merchandise Payable Associate merchandisepayable@calendars.com 800-978-1765 512-386-7220 x113

TRANSPORTATION (SHIPPING)

Transportation Department trafficDL@calendars.com 512-369-6199 512-444-3555

VENDOR SETUP REQUIREMENTS



The Vendor Compliance Agreement and Certificate of Insurance are required to be on file prior to the release of a purchase order.

VENDOR AGREEMENT

The Vendor Compliance Agreement must be signed and returned to Vendor Relations at the commencement of the business relationship. The vendor agreement must be in place for any purchase order to be valid.

Please note that Vendor Compliance Agreements are valid until canceled.

CERTIFICATE OF LIABILITY INSURANCE

Calendar Holdings requires that each vendor provide us with a Certificate of Insurance for General Liability including Products Liability with limits of liability no less than \$1,000,000 occurrence /\$2,000,000 aggregate. This coverage will include Broad Form Vendors Coverage in favor of our company, will be primary and include a waiver of subrogation in favor of our company. In addition, we also require that thirty (30) days advance notice be given in the event of cancellation or material changes in the coverages.

This document, prepared by your insurance company, should indicate the coverage carried, limits of liability and the date of expiration of your policy as well as the steps necessary to assure that a Renewal Certificate is automatically forwarded to Vendor Relations whenever your policy is changed or renewed. This document will need to be on file before purchase orders are issued.

CONTACT INFORMATION

We must have current contact information on file. If you have changes, including personnel, address, phone number, or email address, please submit the new information to us as soon as possible.

UPCID

Each vendor must have a properly assigned GS1 Company Prefix. GS1 is the new name for the 35-year old EAN/UPC global numbering system. For companies headquartered in the United States this identifier is assigned by GS1 US. Other countries each have their own GS1 office, e.g., GS1 Australia, GS1 Canada, GS1 France, etc. Once a vendor obtains a GS1 Company prefix, the vendor assigns a unique product code to each of its items. The combination of the GS1 Company Prefix plus the vendor-assigned product code plus the required check digit creates appropriate 12- or 13-digit Global Trade Item Number (GTIN). A 12-digit GTIN is often referred to as a "UPC" code and a 13-digit GTIN as an "EAN" or "ISBN-13" code.

If you do not have a GS1 Company Prefix contact PIPS for details about the global GS1 System and whom to contact to have one assigned.

Chris Gray
Sr. Sales Engineer
Product Identification & Processing Systems, Inc.
(PIPS) 10 Midland Avenue, Suite M-02
Port Chester, NY 10573
Phone (888) 783-7439
www.pips.com

NOTE

Do not send your Certificate of Liability Insurance to PIPS. This certificate must be sent directly to Calendar Holdings.



Our SRVexchange website is a major part of our vendor communications. The website will allow you to:

- View and edit product data
- View and download purchase orders
- Order product and carton labels
- Schedule shipping appointments
- View sell thru data
- View and download important documents and instructions

HOW TO GET TO SRVEXCHANGE

The website address for SRVexchange is www.SRVexchange.com

- When you arrive at this address with your browser, you will immediately be asked for your user name and password. Type in your company's login information, and then enter the site.
- You can choose the yearly data set you want to view- Current Season or Last Year. Most of the time you will want to view data for the Current Season.
- Choose the navigation link in the left column that is most appropriate for what you want to accomplish.

USER NAME & PASSWORD

A single user name and password for each vendor is assigned when the vendor's account is opened. Every vendor has access to SRVexchange. If you are not certain of your company's user name and password, please contact vendorinfo@calendars.com for assistance.

Vendors are responsible for all actions taken when their user name and password are used on SRVexchange. Your username and password are confidential information and should not be shared with anyone outside your company. We recommend you request a password change on a regular basis, especially if you have personnel changes.

In order to successfully order, receive, pack and ship product, Calendar Holdings must obtain detailed information about each product. Accurate and timely information is crucial for the success of our operations; therefore, a chargeback will be assessed for non-compliance and may result in the delay of your purchase orders.

TIMELINE

CALENDAR & GIFT VENDORS

- January 13th – Existing vendors should submit product data for the following fall/winter season. For calendars, please submit product data for all of your titles. If carton dimensions are not known, that data may be submitted later.
- February 15th - Front Cover Images are due
- March 15th - All other Images and descriptions are due
- March 31st - Trade estimates will be released to vendors
- April 1st - Calendar Mockups are due for titles that are being bought for stores
- April 1st - 30th - Purchase Orders will be posted. Early shipped calendars will be first priority.

GAME & TOY VENDORS

- Vendors should submit product data, as requested, within 15 days of the request. Your buyer or Vendor Relations department will let you know the specific products for which we need data.
- Please do not include your entire product line unless the buyer has requested this data.
- Do not include product data for products that have been previously submitted and may already be in our database from previous seasons. You can see which of your products we have in our database by using the Product Search under the Product Data tab on SRV Exchange. If you find that any of the data is not current, submit a Product Discrepancy. See page 17 for specific instructions on Product Discrepancies.

If additional products become available outside these timelines, please submit complete information as soon as possible. New vendors should submit product data within 15 days from commencement of vendor setup.

- Deadline for all Samples/Mockups is May 1st, 2023.
 - Games- 3 Samples/Mockups required
 - Toys- 2 Samples/Mockups required
- Estimates will be sent by April 7th.
- Even if you do not have a final version of your Game/Toy we must have a mockup.

DATA SUBMISSION PROCESS

The Product Data Spreadsheet is a Microsoft Excel file used for submitting data to us via email. You are required to use the pre-formatted Product Data Spreadsheet for your product concept. There are versions of the spreadsheet for calendars/gift and games/toys/puzzles concepts. The latest versions of the Product Data Spreadsheets can be found on SRVexchange. You should always check SRVexchange to be sure you have the most recent version. Your completed file should be emailed to vendorinfo@calendars.com.

A chargeback may be issued for product data that is incomplete or submitted in an unapproved format. If you need assistance please contact Vendor Relations at vendorinfo@calendars.com.

DATA CHANGES

If any changes occur after the original data has been supplied, you must edit that data using the SRVexchange website. See pages 17-18 for specific instructions on this process.

If any product information changes after you've ordered labels for that product, please contact vendorinfo@calendars.com for assistance. Please note that title, barcode, or carton quantity changes will require new carton labels.



REQUIRED DATA

Listed below are the specific types of information requested in our various spreadsheets. The version of the spreadsheet you complete may not have all of the fields described below. If you are not sure which spreadsheet to complete, please contact Vendor Relations at vendorinfo@calendars.com.

- **Vendor ID** - 6 character code based on your company name. This was assigned when you registered as a vendor with SRV and is what you use as your username for SRVexchange.
- **Vendor Product ID** - If your company uses an internal identification number/code for the item, please list it here. Leave this blank if you do not use internal codes.
- **Vendor Product Title** - Your internal product title/description.
- **Database Title** - If you complete the column for Vendor Product Title you can leave this blank. Your buyer will fill this in with the title name we will use for our database.
- **Publisher** - (Calendar/Gift Only) If your calendar is published under a different name than your company name, or if you are a distributor, please list the publisher.
- **ISBN** - (Calendar/Gift Only) 10 digit number unique to the particular product.
- **EAN/ISBN-13** - Barcode number 13 digits long, beginning with "978..." (also called ISBN-13).
- **UPC Barcode** - Barcode number 12 digits long, beginning with the vendor's UPC Merchant ID.
- **Last Year's Barcode** - (Calendar/Gift Only) barcode number assigned to the product during the previous year; this will not apply if the current product is not a repeat title.
- **Country of Origin** -Country in which the product is printed or manufactured. Select Country of Origin from the drop down menu.
- **U.S. Suggested Retail Price** - Suggested retail price in the United States.
- **Canadian Suggested Retail Price** (Calendar/Gift Only) - Suggested retail price in Canada. Please provide only if you print the Canadian price on your product, otherwise leave this field blank.
- **Discount** - Amount of discount of US Retail Price. Please enter as whole number such as 60.00. Here is the formula: $((\text{Retail Price}-\text{Cost Price})/\text{Retail Price}) * 100$. **Do not enter the formula in the spreadsheet.**
- **Cost** - The cost of the product for purchase to SRV
- **Returnable Status** - Is the item returnable? 1 = yes, 0 = no.
- **Footprint** - Is the product flat (like a wall calendar) or cubic (dimensional). F = flat, C = cubic.
- **Product Display Orientation** – The orientation (landscape or portrait) of the product when displayed in the store. This is similar to printing orientation for documents. Use the drop-down choices.
- **Item Smallest Dimension** - The smallest dimension of the product (in inches); In decimal format without units; for calendars this would be the thickness.
- **Item Middle Dimension** - The middle dimension of the product (in inches); In decimal format without units.
- **Item Largest Dimension** - The largest dimension of the product (in inches); In decimal format without units.
- **Item Weight** - The weight of an individual product (in pounds); In decimal format without units.
- **Open Calendar Height** - The height of the product (in inches) when open; In decimal format without units.
- **Open Calendar Width** - The width of the product (in inches) when open; In decimal format without units.
- **Inner Pack Quantity** - If the master carton is packed with smaller boxes inside (or envelopes, bags, etc.), this quantity will be filled in with the number of pieces inside the inner pack. All inner pack containers must be stickered with an individual price sticker; This number cannot be 0, 1, equal to or greater than the carton quantity. (See page 15 for description)
- **Master Carton Quantity** - The number of shipping pieces that will be packed in the master carton.
- **Carton Smallest Dimension** - The smallest dimension of the shipping carton (in inches); In decimal format without units.
- **Carton Middle Dimension** - The middle dimension of the shipping carton (in inches); In decimal format without units.
- **Carton Largest Dimension** - The largest dimension of the shipping carton (in inches); In decimal format without units.



- **Available Ship Date** - Approximately when will this product be ready to ship? In MM/DD/YYYY format. 'Now', 'In Stock', 'In 30 Days', etc. are not acceptable in this column.
- **Battery Qty & Size** - If this product uses batteries, how many and what type? Leave blank if your product does not use batteries.
- **Number of Players** (Games/Toy) - How many players can play the game at one time? Drop down menu choices: 1-2 Players, 3-4 Players or 4+ Players.
- **Age Range of Players** (Games/Toy) - This is the recommended appropriate age range of players. Drop down menu choices: 1-12 months, 1-2 Years, 2-3 Years, 3 + Years, 4 + Years, 5 + Years, 6 + Years, 7 +Years, 8 + Years, 9-12 Years. Adult (13 + Yrs) and Mature (18 + Yrs).
- **Prepack Quantity** - If this item is contained inside a prepack, how many pieces? See p.14 for prepack description.
- **Prepack Barcode** - If this item is contained inside a prepack, what is the master barcode of the prepack?
- **Product Description** - The description of your product must be unique and explain the product and what it has to offer. A minimum of 300 characters is required. Anything less will be considered non-subscription.
- **Keywords** - 5 to 10 keywords specific to each product. Do not use generic terms such as calendar or wall calendar. Separate keywords with commas.
- **MAP price**- Minimum Price at which the product may be sold. Leave blank if you don't have a MAP price.
- **Eligible for Sale on 3P Websites** - Can we offer your product on 3rd party websites? Select Yes or No from the drop down menu.
- **Binding Type** - This is the type of binding used on the product: Stapled, Wire-O, Adhesive, etc. Select from drop down menu choices.
- **Timespan** - The date range covered in the calendar expressed in months, weeks, or days depending on the calendar format. Ex:12-month Standard, 365 Day. Select from the drop down menu choices.
- **Grid Size** - The amount of space (in height) on the calendar grid. Measure one day/box and refer to instructions on the Product Data Spreadsheet for the corresponding Grid Size. Select from drop down menu.
- **Grid Shape** - The shape of the calendar grid. Rectangle or Square.
- **Calendar Start Date** - What is the start date of the Calendar? Use MM/DD/YYYY format.
- **Additional Product Features** - Features column which will allow you to easily highlight the features and functionality of your calendar (e.g. Includes 12 Stickers, Features 4 month at-a-glance view (September-December 2023), Includes quirky holidays like National Ice Cream day). Send each feature in a bulleted format.
- **Starting Day of Week** - Select from drop down menu either Sunday or Monday. Leave blank for non-weekly formats (boxed/desk calendar).
- **Contains Nudity?** - Select Yes or No from the drop down menu.

Please note the following guidelines when submitting product data:

- Please **Read The Instructions** in the Instructions tab of the Product Data Spreadsheet before you begin filling it out. The instructions are repeated as comments in the cells of the header row in the data worksheet.
- Contact us at vendorinfo@calendars.com or call us at 512-386-7220 if you have any questions.
- If your product has both EAN (ISBN-13) and UPC barcodes, you must provide both barcode numbers to us.
- All barcode numbers must be unique. The same barcode cannot be used on multiple products.
- **Do Not Enter N/A in any cell of the worksheet.** If the column does not apply to your product, leave the cell blank.
- Place your Product Data in the spreadsheet that you download from SRV Exchange. Do not cut and paste the header row into a new spreadsheet. The Product Data Spreadsheet contains a macro that allows us to perform an initial error check of your data to confirm that the data is not a duplication and that the formatting is compatible before we import it into our database.
- Use the drop down choices in columns where this option is given.

PREPACKS

A prepack is a pre-assembled shipping unit that usually contains a retail display along with the merchandise to fill it. Prepacks may consist of multiple titles with individual barcodes.

The prepack itself, in its entirety, must have a unique barcode number (UPC, EAN or ISBN 13). If the prepack must be shipped in more than one carton, then the portion in each carton must be treated as a unit and assigned a unique barcode number.

- If the master carton contains one prepack, then there is no need to apply item barcode labels to the prepack (we will use the carton label for shipping purposes), only apply the carton label.
- If each master carton contains multiple prepacks, then each prepack will need to be labeled with the barcode that represents the prepack (in addition to the carton label).

This example shows a master carton that is comprised of 1 prepack that consists of 2 types of bears (uniquely barcoded). There are 4 of each variety for a total of 8 bears inside each prepack. The prepack is labeled with the prepack barcode and the master carton is labeled with the carton label.



HOW TO SUBMIT PREPACK PRODUCT DATA

For completing the product data spreadsheet:

- Include a line item for the prepack with its own unique barcode. The master carton qty of the prepack should reflect the number of prepacks inside a master carton, not the total number of pieces. This number is usually one, but can be more if there are multiple prepacks in a master carton. If the prepack includes a display, include “with display” in the title of the prepack.
- If the prepack includes a display with a unique barcode, list it on a separate line. The display can then be tracked as a separate piece.

Insert separate line items for each unique barcoded product inside the prepack. If the Buyer will also order the items within the prepack for individual replenishment, please make sure the line item carton qty submitted is that of the item and NOT the number of pieces inside the prepack. In the column “Prepack UPC” include the prepack’s master barcode number.

The product data spreadsheet for the above example should look like this:
(some columns are hidden for space considerations)

VENDOR ID	VENDOR PRODUCT TITLE	UPC BARCODE	US RETAIL PRICE	CARTON QUANTITY	PREPACK UPC
CACLUB	Plush Bear Prepack	400069123456	79.92	1	
CACLUB	Plush Bear Blue	123456789123	9.99	4	400069123456
CACLUB	Plush Bear Pink	321987654321	9.99	4	400069123456

INNER PACK INFORMATION

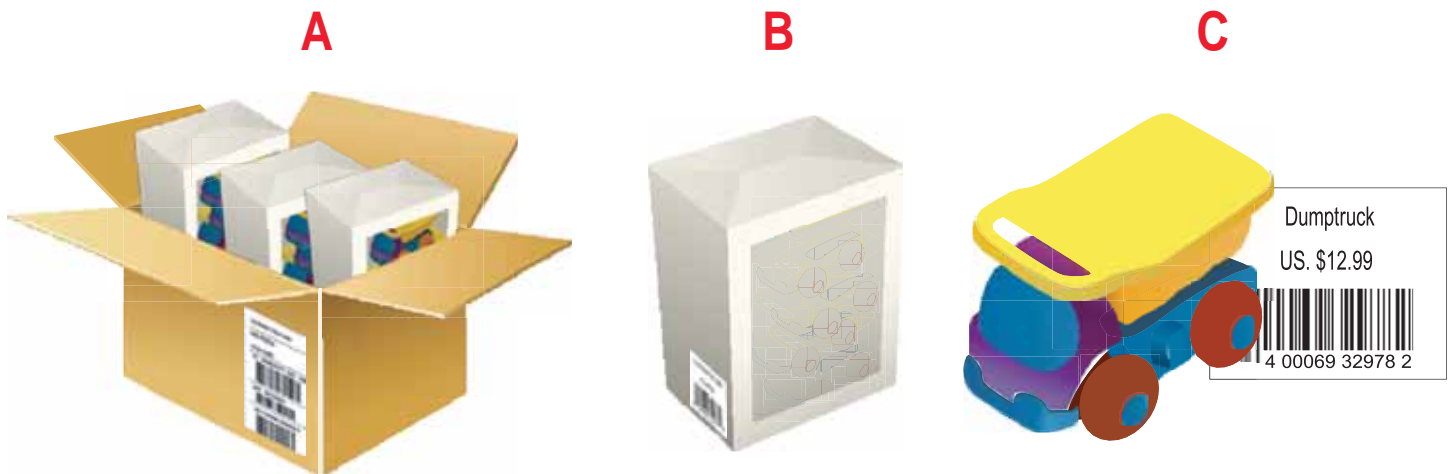


INNER PACK

We frequently ship to our stores in inner pack quantities. Therefore, for ease of product picking, we require inner packs to be labeled.

- If product is packed in inner pack boxes or bags within the master carton, the inner pack container requires an item label. Failure to label inner packs will result in a chargeback.
- If you order labels from us, use item labels for your inner packs. If you print your own item labels, then include, at a minimum, the product title and a scannable barcode. Price and origin are not needed on the inner pack.

In the example below, note that the master carton (A) contains 3 inner packs (B) with 4 pieces per inner pack of the individual sellable item (C). This would be conveyed on the data spreadsheet as 4 for the Inner Pack Quantity. Both the inner pack (B) and the item (C) would receive the item label. The Carton Quantity in this example is 12.



SPECIAL CONSIDERATIONS FOR INNER PACKS

- Do not wrap the entire carton quantity in plastic (or any other material) inside the shipping carton.
- Do not band engagement Calendars within the Carton.



PRODUCTS IN DISPLAYS

PRODUCTS IN DISPLAYS

If your product comes in a display or PDQ, your buyer may direct you to only label the displayer itself with a price label if the individual contents of the display are barcoded and have the same retail. Prior approval from the buyer or vendor relations must be acquired.



PRODUCT DISCREPANCIES



PRODUCT DISCREPANCIES

If any changes occur after the original data has been supplied, you must edit that data using the SRV Exchange website.

If any product information changes after you've ordered labels for that product, please contact vendorinfo@calendars.com for assistance. Please note that title, barcode, or carton quantity changes will require new carton labels.

SUBMITTING PRODUCT DISCREPANCIES

- Log on to SRVExchange
- Choose 2023/2024 Orders
- In the left navigation pane, click Product Data> Product Search> Product Data
- Enter a title in the Title search field, or enter an EAN, ISBN-13, UPC, or vendor productid in the Productid search field.
- Click the Get Product button. To return all of your products in our database, leave the search fields blank.
- After the list populates, click the product id to the left of the product that needs to be changed
- Make any changes that are needed in the Product Discrepancy Form
- When complete, click the Submit Discrepancy button at the bottom of the page
- Repeat this process for all titles that need to be edited

After you submit Product Discrepancies, the Buyers or the Vendor Relations Department will accept your changes into our database.

Please note that you may only submit Product Discrepancies for your titles that have not been placed on a Purchase Order. For titles that have been placed on a PO that need to be adjusted, please see page 18 for directions on submitting PO Discrepancies.

SUBMITTING MISSING/UPDATED ECOM ATTRIBUTES

- Log on to SRVExchange
- Choose 2023/2024 Orders
- In the left navigation pane, click Documents and Report> Documents
- Download the Product Content Spreadsheet
- Complete the spreadsheet and upload using the Image Uploader. See page 27 for instructions.

This process may only be used to submit Ecom Attributes (Blue columns in the Product Data Spreadsheet).

Please contact the Calendars.com Assistant Manager of Digital Merchandising with any Ecom Attribute related questions:

Brenda Garza
Brendag@calendars.com



PURCHASE ORDER DISCREPANCIES

If your data changes or you discover that the data is incorrect for your product after it has been placed on a PO, you must submit the data change using the SRV Exchange website. The procedure for submitting a PO Discrepancy is similar to submitting a Product Discrepancy, but is used for products that are already on a PO.

If any product information changes after you've ordered labels for that product, please contact vendorinfo@calendars.com for assistance. ***Please note that title, barcode, or carton quantity changes will require new carton labels.***

SUBMITTING PO DISCREPANCIES

- Log on to SRV Exchange
- Choose 2023/2024 Orders
- In the left navigation pane, click Purchase Orders> PO Number Search
- Choose your Search parameters from the Search POs list, or click the blue Get POs button to return all current POs
- Click on the PO number that has products needing edits
- Click the Productid of the product that needs to be adjusted
- Make any changes that are needed in the Product Discrepancy Form
- When complete, click the Submit Discrepancy button at the bottom of the page
- Repeat this process for any other titles on the PO that need to be edited

After you submit PO Discrepancies, your Buyer will accept your changes and repost your PO.

PRODUCT SAMPLES



PRODUCT SAMPLES

Calendar Holdings requires samples for our merchandising showroom for all titles purchased. The samples are very important so the buyers can accurately planogram our stores and display your product properly. Please follow the sample guidelines for each concept listed. If you have a specific samples question please contact your buyer directly. Each of the samples should be sent to our main address:

Calendar Holdings LLC
Attn: Calendar Mockups/Showroom
6411 Burleson Road
Austin, TX 78744

CALENDARS:

2 Calendar Mockups are due by April 1st, 2023 for store merchandising. The buyers have strict guidelines for mockups they can provide if you have questions. These should be sent Attention: Showroom Samples-Calendar.

**If a title is purchased only for calendars.com no mockups are needed. NO MOCK-UP NEEDED will be noted on the estimates*

MOCK-UPS SHOULD BE:

- True to size of actual calendar
- Mounted on backing (foam core or heavy cardboard) if they are wall, mini or engagement calendars.
- Mounted on box if they are boxed calendars. Please do not send boxes flat. They need to be mocked up exactly as a standing box calendar on the shelf. Please do not shrink-wrap the boxes since that causes them not to stand upright.
- Only front cover image is needed
- Shrink-wrapping is not required
- If we are purchasing product in a display, we need a display mocked up true to size.
- All mock ups must be labeled with your vendor name on the back.

Trade estimates will be released March 31st. You can begin preparing mock-ups now for the titles we purchase each year.

**Even if you do not have a final cover choice for a calendar, we must have a mock-up. Last year's calendar can be used if a cover has not been designed yet.*

FINISHED CALENDARS

Reminder: Final Production copies are due before your product arrives at the warehouse. We require one finished calendar of all titles purchased for our www.calendars.com library. **These should be sent Attention: Jessica Maier**

Send one copy **Attn: Calendar Buyers**

GAMES:

3 Games Samples are due by May 1st, 2023. Please note the games must be the exact true size of the finished product. **Those should be sent Attention: Showroom Samples - Games**

TOYS:

2 Toy Samples are due by May 1st, 2023. Please note the toys must be the exact true size of the finished product. **Those should be sent Attention: Showroom Samples - Toys**



A purchase order is required before the vendor ships product. Items shipped without a purchase order may be refused or subject to a chargeback.

PURCHASE ORDER DISCREPANCIES

Purchase orders are based on product information that the vendor has provided and the terms that have been negotiated. Common discrepancies include carton quantity changes, typos, and misunderstandings of terms between the vendor and Calendar Holdings. To help eliminate the extra expense of having to correct these discrepancies after receipt of a shipment, we ask for your help in verifying that the information is as accurate as possible by proofreading the purchase order.

Please follow these guidelines when receiving a purchase order:

- 1) Review the purchase order to confirm that all information stated is what has been agreed upon.
 - a) Are you responsible for paying freight to our distribution center?
 - b) Are your ship date and cancel date correct?
 - c) Does the ISBN/UPC/EAN code match the title/description of the product as you submitted?
 - d) Is the carton quantity you originally provided still correct?
 - e) Is the quantity ordered evenly divisible by the correct carton quantity?
 - f) Does the unit cost reflect the proper discount for that product?
 - g) Is the retail price, unit cost, and extended cost correct?
- 2) If you find any discrepancies, **DO NOT SHIP**. Resolve the issues before you ship.
 - a) Submit a Purchase Order Discrepancy on the SRVexchange website (See page 18). You can find the form under the Purchase Order Summary link. This information is forwarded to a distribution list that alerts all departments that could be affected.
 - b) The Buyer will send you a response confirming that the corrections to the discrepancies have been made and that you have approval to ship. You may also receive a revised purchase order.

If you fail to notify Vendor Relations of any and all discrepancies on a purchase order, Calendar Holdings reserves the right to take action deemed appropriate, including, but not limited to, the application of chargebacks or refusal to accept the product.

LATE SHIPMENTS

Because we are a seasonal retailer and we open more than 1000 stores in a short period of time, it is critical that shipments are delivered in a timely manner. Every late day results in a potential loss of sales and shelf placement, affecting both the vendor and Calendar Holdings. It is the vendor's responsibility to notify the buyer if an extension or revision to the purchase order is required. Otherwise, the following chargebacks will be assessed:

Calendar Holdings reserves the right to cancel, return, or accept a late order. If a late shipment arrives at our distribution center and we choose to return any or all of the merchandise, the vendor will be charged all freight costs.

Every purchase order has a ship by date and a cancel date. The ship by date represents the last day the order should ship from your distribution center in order to arrive at Calendar Holdings and meet the cancel date. The cancel date is the last date we expect the order to arrive at Calendar Holdings' distribution center. Orders received at our distribution center after the cancel date will, at the option of Calendar Holdings, be canceled, refused, or subject to a chargeback of 25% of the total cost of the purchase order. Due to the short selling season for calendars, dated product received after 10/31 will be subject to the chargeback of 25% of the cost of the late product. A change in Cancel Date does not imply approval or exception to this chargeback. Exceptions may be granted by the buyer, and must be in writing.

CPSIA (CONSUMER PRODUCT SAFETY IMPROVEMENT ACT)

Calendar Holdings requires that all vendors comply with the CPSIA. This law was enacted on July 14th, 2008 and became effective February 10th, 2009 for the portions of the law related to lead and phthalates. Calendar Holdings has required and will continue to require that all vendors provide ASTM test reports and Certificates of Compliance for all products intended for children ages 12 and under.

VENDOR DOCUMENTATION REQUIRED

For EACH product we purchase from you that is intended for children under the age of 12 we require:

- ASTM F963 Testing Report
- Certificate of Compliance upon effective date as required under law
 1. Identification of the product covered by this certificate.
 2. Citation to each CPSC product safety regulation to which this product is being certified.
 3. Identification of the U.S. importer or domestic manufacturer certifying compliance of the product.
 4. Contact information for the individual maintaining records of test results.
 5. Date and place where this product was manufactured.
 6. Date and place where this product was tested for compliance with the regulation(s) cited above.
 7. Identification of any third-party laboratory on whose testing the certificate depends.

These reports should be emailed to vendorinfo@calendars.com or mailed Attention: Vendor Relations to our Expo 2 address in Austin. See page 8 for the address.

CPSIA QUESTIONS

If you have questions about CPSIA that we recommend you visit www.cpsc.gov/about/cpsia/cpsia.html



PROPOSITION 65 (CALIFORNIA)

PROPOSITION 65 (CALIFORNIA)

The state of California has additional requirements for products made of metal and a list of prohibited chemicals that are covered under Proposition 65. Listed below are links to websites with specific information on Proposition 65 and the Metal-containing Jewelry Law.

<http://oehha.ca.gov/prop65/law/index.html>

<http://www.dtsc.ca.gov/PollutionPrevention/ToxicsInProducts/MetalJewelryLaw.cfm>

Proposition 65 is not limited to children's products. If your products do not meet these additional standards they can't be sold in our California stores.

Calendar Holdings LLC expects that all products supplied by vendors comply with all federal, state, and local laws, regulations, and rules regarding toxic chemicals. Further, vendors should be familiar with any changes to these regulations and test their products as necessary to remain in compliance, notifying Calendar Holdings LLC if any products are found to contain unacceptable levels of any toxic or prohibited chemicals. General Conformity Certification should be maintained by the vendor based on a reasonable testing program and must be available to Calendar Holdings LLC upon request.

Vendor will submit its reasonable testing plan to Calendar Holdings. Vendor must test each year or in the event of any change of component, supplier or process a new test must be done and supplied to Calendar Holdings. Vendor will within ten days of changing any component, supplier or process advise Calendar Holdings in writing of the change that has occurred. Calendar Holdings will make the final determination if the testing is sufficient.

BARCODING

Every product must have at least one unique valid EAN(ISBN-13) or UPC barcode on the outside of the product. These barcodes must meet or exceed minimum print quality standards set forth by GS1 (www.gs1us.org) and described in detail in the international standards ISO/IEC 15416. A synopsis of this standard, The Layman's Guide to ANSI, CEN and ISO Bar Code Print Quality Documents is freely available from Product Identification & Processing Systems (PIPS). Please see further information below.

The vendor is responsible for obtaining the unique EAN(ISBN-13) or UPC that is assigned to each product. If you need assistance obtaining barcodes, see below for contact information.

For Calendar Vendors Only: As you know, the Book Industry Study Group has approved the policy on the elimination of Dual Identifiers for calendars. Many publishers have communicated to us that they will continue to print both barcodes because different retailers require different barcodes. Although Calendar Holdings prefers the use of only one barcode, we will, for the time being, allow publishers to ship us calendars with dual identifiers.

Calendar Holdings' system for receiving product, moving product through the distribution center, shipping to the stores, and retrieving accurate sales data depends on the barcodes associated with the vendor's product. Barcode discrepancies discovered by Calendar Holdings after receipt from vendors and without prior notification will be subject to a chargeback.

UNIQUE BARCODES

Unique barcodes on each product are the foundation of our company systems, from receiving product into our distribution center to ringing up the sale at the store cash register. For this reason, a product with a duplicate barcode cannot be accepted into our system, even if a separate, unique barcode coexists on the same product.

Our systems are based on and consistent with barcode rules published by the GS1 System. The GS1 System supports implementation of standardized identification numbers for use in bar codes.

A few guidelines worth highlighting:

- A separate unique GTIN [Global Trade Item Number - both EAN(ISBN-13) and UPC are GTINs] is required whenever any of the pre-defined characteristics of an item are different in any way that is relevant to the trading process. The guiding principle is if the consumer is expected to distinguish a new trade item from an old trade item and purchase accordingly, a new GTIN should be assigned to the new trade item (product package and shelf edge label declarations should appear the same to the consumer).
- GS1 has changed the standard regarding the reuse of GTINs, including EAN, ISBN-13, and UPC barcodes. As of December 31, 2018, GTINs allocated to a trade item which has become obsolete may not be reused. The result of this change is that once a GTIN has been assigned to a product, it can never be reused.

<https://www.gs1us.org/what-we-do/standards/gtin-no-reuse>

FOR EAN/UPC BARCODING, BARCODE VERIFICATION, ANSI AND UPC MERCHANT ID INFORMATION CONTACT PIPS. CONTACT INFORMATION FOR PIPS ON PAGE 9.

PRICING REQUIREMENTS FOR CALENDARS, GIFT, GAME, AND TOY

All calendar, gift, game, and toy merchandise are to be priced in US dollars.

Calendar Holdings requires that calendar, gift, game, and toy products be labeled with human-readable prices. The printed price should include a dollar sign and may include the optional US country code (e.g. US \$19.99) placed alongside the existing barcode on the back or bottom lower left or right corner of each product. Do not place the price stickers on the front of the product. Stickers should be placed on a lower back corner, but should NEVER cover the barcode.

Vendors who do not have a pre-printed price on the product have two options:

- Create the labels on your own. You are required to submit samples of price labels for approval. Send an image of your proposed item label to vendorinfo@calendars.com. The image should show the label and its placement on the product.
- Order item labels from us through the SRVexchange.com web site.

Calendar Holdings believes in providing the highest level of customer service. When products come into our distribution center without human-readable prices or in an unapproved format, Calendar Holdings will price label each item before sending them to the stores; therefore, a chargeback will be applied. This may result in delays in your product reaching our stores.

PRICING EXAMPLES FOR CALENDAR, GIFT, GAME, AND TOY

EXAMPLE I --INCORRECT



Problem: price in barcode; missing country code, dollar sign and not easily identifiable as the price

** This is not considered a human-readable price. The price should be printed separately from the barcode with a country label and a dollar sign. For calendar, gift, game, and holiday product the US price should be printed.*

EXAMPLE II -- INCORRECT



Problem: price without a dollar sign

** All prices should be clearly labeled with a dollar sign (\$).*

EXAMPLE III – CORRECT

These price values are used for example purposes only and should not be used to determine price in the US.



- Product title as listed on PO
- “Made In” country (optional)
- Vendor Product Identifier(optional)

This example shows the correct human-readable price labeling required by Calendar Holdings. The US price is listed with dollar sign and optional country code.

BARCODE & PRICE PLACEMENT FOR CALENDARS, GIFTS, GAMES, & TOYS

For calendars, gifts, and games the barcode should be placed on the back or the bottom, in the lower left or right corner.

Calendar Holdings requires each calendar, gift, game, and toy product item sent out to the stores to have a functional barcode and US retail price. These requirements make it possible for the product to move successfully through the distribution center, out to our stores and ring up at the cash register, all the while presenting a professional image to our customers. Failure to have price and a barcode affixed to or printed on the product will result in a chargeback.

PRINTING YOUR OWN ITEM LABELS

In order to reduce vendor compliance related issues regarding price labels, Calendar Holdings requires that all vendors supply sample labels to Vendor Relations for approval before shipping if labels are not ordered from the web site. This is most easily accomplished by producing a sample label, applying it to one item, taking digital photos showing the label and its position on the item, and e-mailing them to vendorinfo@calendars.com.

If you create your own label, you will need to conform to the following spec:



FULL ITEM LABEL

Full item label must include:

- Title
- US price.
- UPC or EAN (ISBN-13) barcode
- Vendor product identifier, if applicable (**optional**)
- Country of origin (**optional**)



PRICE LABEL ONLY

If your product already has a preprinted, accurate barcode on the product (most game, toy, and gift product), we encourage you to print and apply a simple price label instead of a full label that has a duplicate barcode. Place this price label adjacent to the product barcode.

ORDERING ITEM LABELS

To obtain item labels, the vendor must order them from Calendar Holdings via www.SRVexchange.com. The expense of the production and shipping of the item labels is the responsibility of the vendor. The price structure involved with ordering item labels is included below as well as on the web site www.SRVexchange.com.

EXTRA ITEM LABELS

Extra item labels are produced through each order by default on the web site for your convenience. All too often, a small error can occur while labeling or a few price labels can be misplaced while labeling and the shipment could be held up until replacements arrive. To counter this, we have included extra item labels in your order and unless you un-check the box "Include Extra Labels", you will receive a small percentage of extra item labels to cover any mistakes made. Remember these are extra, and if an order is fulfilled using all of the ordered labels plus the extras you will have over shipments.



ITEM LABEL ORDERING PRICE STRUCTURE

A label order consists of everything ordered during a single session online.

Calendar Holdings will charge the following prices for the production of the price labels:

- \$0.015 (\$15.00 per thousand)
- \$1.50 set up fee for each title
- \$15 batch fee (regardless of size)
- Additional fees will apply if Item Labels are ordered for expedited service as P1 (30% of total order value not including shipping) or P2 (15% of total order value not including shipping)

The cost of shipping will be added to the final bill for each label order. The shipping cost will be determined by the weight of the package and the selected shipping service. Please see the example below.

EXAMPLE

PURCHASE ORDER # 24SRV00125 (POSSIBLE GO! GAMES SCENARIO)

- Family Zoo Game - 50 cartons at 10 pieces per carton
- ABC Game – 100 cartons at 5 pieces per carton

ITEM DESCRIPTION	QTY ORDERED	COST PER ITEM	SUB TOTAL
Family Zoo Game	500	\$0.015	\$7.50
ABC Game	500	\$0.015	\$7.50
Setup Fees	2	\$1.50	\$3.00
		Subtotal	\$18.00
		Batch Fee	\$15.00
		Total Label Charge	\$33.00
		Shipping	\$4.00
		Total Charge Assessed	\$37.00

You will not be invoiced for your label order. The cost of the labels and shipping will be taken from the total invoice we receive from you for your PO. You will find the Label Credit Memo with the exact costs on SRV Exchange under the Chargebacks tab.



For each product that we order, we require one or more images for our database and our ecommerce websites. Please follow the guidelines outlined in the buying timeline for the date the images are due. If your product arrives at our warehouse and you have not sent images, then the chargebacks outlined on pages 50-51 will apply.

- For calendar images, we need a front, back and inside spread. An inside spread can be substituted when a back cover is not available (example: engagement/desk calendars). In this case, please provide two distinct inside spreads (monthly/weekly; grid/image; weekday/weekend; etc.).
- For boxed games, puzzles, toys and gift products, we need at least one front image of the product. This image should be of the box or packaging (where possible) and can also include the contents of the box, or of the completed puzzle. Additional images are encouraged including images of the product in-use, environmental shots, alternate angles of the product or the contents of the box (if not shown in the front image).
- **Please ensure that you are sending high quality images. Images should be sharp, not blurry, with a white background.**

IMAGE SPECIFICS

FILE TYPE	COLOR MODE	DPI	RESOLUTION
JPG	RGB	72-300	Longest side 1000 pixels or larger, other side proportional

FILE NAMING

- Front Cover/Primary Image: The product barcode followed by jpg. Example: **9781421628363.jpg**
- Back Cover/ First Alternate Image: The product barcode followed by _1.jpg. Example: **_1.jpg**
- Alternates: The product barcode followed by _#.jpg. Examples: **9781421628363_2.jpg** **9781421628363_3.jpg**
9781421628363_4.jpg **9781421628363_5.jpg**

You may submit a minimum of 5, and as many product images as you wish for Calendars.com. Images will be displayed on the websites at our discretion. Images may be modified to conceal nudity. Images may be added to show product 'in use'. If artwork is modified AFTER an image has been submitted, resubmit the updated graphics ASAP and notify andrewc@calendars.com of the update. If your product arrives at our warehouse and we have to create graphics for our ecommerce website because you have not sent images or the images submitted do not match the actual product, then the chargebacks outlined on pages 50-51 will apply.

SUBMITTING YOUR IMAGES

All images should be submitted via the Image Uploader on SRV Exchange. Just log on to your account at www.SRVexchange.com, then go to 2023/2024 Orders Link and choose the Upload link in the left navigation pane. There you will see instructions on how to upload your images.



PRODUCT IMAGES: CALENDARS

WALL CALENDARS

Images should be tightly cropped and should not include excess white space around the product. Images of the art and grid can be submitted as separate images, but only in addition to the required front, back and interior images. These images will now be accepted as alternates, but the front cover, back cover, and inside images are still required.

PLANNERS

Do not submit back cover of engagements or planners. Instead, submit an inside spread as the _1.jpg image and a second, distinct inside spread as the _2.jpg. image.

DESK CALENDARS

Product views should be submitted as separate images. Do not submit back cover of boxed calendars. Instead, submit a calendar page as the _1.jpg image, and a second, distinct page as the _2.jpg image.

GAMES

Front images must be of the box. Contents, alternate angles and game pieces can be featured in the alternate images (_1.jpg, _2.jpg, etc.)

PUZZLES

Front Images should be of the box. Alternate images can include the finished puzzle, contents of the box, lifestyle images, close up images, etc.

TOYS

Front image should be of toy or toy package and can include the contents of the package. Alternate images (_1.jpg, _2.jpg, etc.) can be used to feature contents (if not shown in front image), alternate angles, close-ups and in-use images.

CARTON SPECIFICATIONS

To reduce product damage due to deficient carton quality, master cartons that do not fit the size of the product, and cartons too large for transport, Calendar Holdings is requiring the following standards to ensure the safety of our employees, as well as the product.

EACH MASTER CARTON:

- Should have double-sided walls and/or be 200lb test, C-flute.
- Should be just big enough to fit the product inside. The standard guideline is no more than ¼ inch of space from any side. This will prohibit the cartons from collapsing and will prevent the product from shifting during transport.
- Should not be overloaded beyond the carton's intended use specifications.
- Should be no less than five pounds and no greater than 50 pounds.
- Must not be longer than 22 inches on any given side, unless the dimensions of the product warrant a box with sides larger than 22 inches.

Accurate and consistent carton dimensions are critical to the production planning for Calendar Holdings. Therefore, carton dimensions must not change throughout the season. Any changes made without prior approval will result in a chargeback.

These standards will be strictly enforced due to our safety guidelines and conveyor system restrictions. If your cartons do not meet the above standards, Vendor Relations should be notified immediately.

CARTON PACKING GUIDELINES

There must be only one carton quantity per title. Calendar Holdings' product database, purchase order application, and entire distribution center system are based on carton quantities. In the event that the quantity of your product has changed since the last shipment, please notify the Vendor Relations department immediately.

- Product must be shipped in cardboard cartons.
- Pack only one title per carton. This title should be the one indicated on the shipping container label.
- All calendar, game, and/or gift product must be single stacked per carton where applicable.

IDEAL PACKING



SINGLE STACKED CARTONS:

- Provide maximum protection against shifting and collapsing
- Are easier to transport
- Are more likely to remain within the weight standards



DOUBLE STACKED CARTONS:

- Leave product more prone to damages
- Puts unnecessary strain on the stiffeners
- Are more difficult to transport
- Are often over the weight standards



CARTON LABEL GUIDELINES

Calendar Holdings requires each carton entering our distribution center to have a carton label. These labels make it possible for the product to move successfully through the distribution center and out to our stores. Failure to affix a carton label or the correct carton label to a carton in the correct position will result in a chargeback.

In order to reduce vendor compliance related issues regarding carton labels, Calendar Holdings will produce all carton labels for our vendors. To obtain carton labels, the vendor must order them from Calendar Holdings via www.SRVexchange.com. The expense of the production and shipping of the carton labels is the responsibility of the vendor.

CARTON LABELS ARE AVAILABLE IN TWO FORMATS:

- **Printed 4"x 6" adhesive labels.** These pressure-sensitive labels are produced by a third-party label printer (PIPS) and shipped to you ready for application. Required for orders of 146 labels or more.
- **VirtualLabels™ 1-UP plain-paper labels.** Also known as eLabels, these self-print labels are only available for orders of 145 labels or fewer. When you order eLabels you will be emailed a PDF file containing one pre-formatted label per page. Simply print the pages using a laser printer, fold each page in half, insert into a clear plastic pouch (such as one used for UPS or FedEx shipments), and adhere to the master carton in the proper position (see pages 36-37). Additional instructions are available on SRVexchange.com. VirtualLabels™ are generally delivered within one hour of being ordered.

PRINTED 4"X 6" ADHESIVE LABEL PRICING

A label order consists of everything ordered during a single session online.

LABEL CHARGES

Calendar Holdings will charge \$0.16 each (\$160.00 per thousand) for the production of the carton labels.

SERVICE LEVEL DIFFERENTIAL

Depending upon the time frame required for production, label charges vary.

The earlier you order your labels, the more money you can save by choosing a longer service level.

SERVICE LEVEL	BASE CHARGE	DIFFERENTIAL	COST PER THOUSAND
P1 Same Day Production/Shipping (before 1:00 pm Eastern)	\$160.00/M	1.30	\$208.00/M
P2 Next Business Day Shipping	\$160.00/M	1.15	\$184.00/M
P3 3rd Business Day Shipping	\$160.00/M	1.00	\$160.00/M
P4 Shipping Within 5 Business Days (1 Week)	\$160.00/M	0.95	\$152.00/M
P5 Shipping Within 10 Business Days (2 Weeks)	\$160.00/M	0.90	\$144.00/M

SHIPPING CHARGES

The cost of shipping will be added to the final bill for each label order. The shipping cost will be determined by the weight of the package and the selected shipping service.

MINIMUM BILLING DIFFERENTIAL

Carton label orders that do not achieve the minimum billing of \$15.00 will be assessed a minimum billing differential.



EXTRA CARTON LABELS

For your convenience, extra carton labels are produced through each order by default on the web site. All too often, a small error occurs while labeling or a few carton labels are misplaced while labeling and the shipment is otherwise held up until replacements arrive. To counter this, we have included extra carton labels in your order and unless you un-check the box "Include Extra Labels", you will receive a percentage of extra labels to cover any mistakes made. Remember these are extra and if an order is fulfilled using all of the ordered labels plus the extras, you will have overshipments.

VIRTUALABELS™ 1-UP PLAIN-PAPER LABEL PRICING

VirtualLabel™ e-Labels are provided at no cost for all orders up to 5 labels. You must still order these labels on SRVexchange.

VirtualLabels are also available for a small fee for vendors that would prefer to use e-labels over our standard 4x6 adhesive labels. **This program is only available for purchase orders of 145 cartons or fewer.** If your purchase order qualifies you will be given the option to order e-labels or continue the label ordering process with the standard 4x6 labels.

If you elect to choose the e-labels option the following charge will apply:

- 1-5 Labels Ordered: FREE to vendor
- 6-15 Cartons Labels Ordered: \$11.00 Batch Charge
- 16-35 Carton Labels Ordered: \$13.00 Batch Charge
- 36-65 Carton Labels Ordered: \$17.00 Batch Charge
- 66-105 Carton Labels Ordered: \$20.00 Batch Charge
- 106-145 Carton Labels Ordered: \$23.00 Batch Charge

SAMPLE INVOICES FOR VIRTUALABELS™

EXAMPLE 1

PURCHASE ORDER # 24SRV00120

National Parks Wall- 10 cartons

ITEM DESCRIPTION	QTY ORDERED	BATCH PRICING	SUB TOTAL
National Parks Wall	10	\$11.00	
		Total Label Charge	\$11.00
		Shipping	N/A
		Total Charge Assessed	\$11.00

You will not be invoiced for your label order. The cost of the labels and shipping will be taken from the total invoice we receive from you for your PO. You will find the Label Credit Memo with the exact costs on SRV Exchange under the Chargebacks tab.

CARTON LABELS



SAMPLE INVOICES FOR PRINTED 4X6 ADHESIVE CARTON LABELS

EXAMPLE 1

PURCHASE ORDER # 24SRV00123

Dogs- 10 cartons

Cats- 100 cartons

Pigeons and Other Fancy Feasts- 100 cartons

ITEM DESCRIPTION	QTY ORDERED	BATCH PRICING	SUB TOTAL
Dogs	10	\$0.16	\$1.60
Cats	100	\$0.16	\$16.00
Pigeons and Other Fancy Feasts	100	\$0.16	\$16.00
		Total Label Charge	\$33.60
		Shipping	\$7.00
		Total Charge Assessed	\$40.60

EXAMPLE 2

PURCHASE ORDER # 24SRV00124

Elephants- 10 cartons

Snakes- 10 cartons

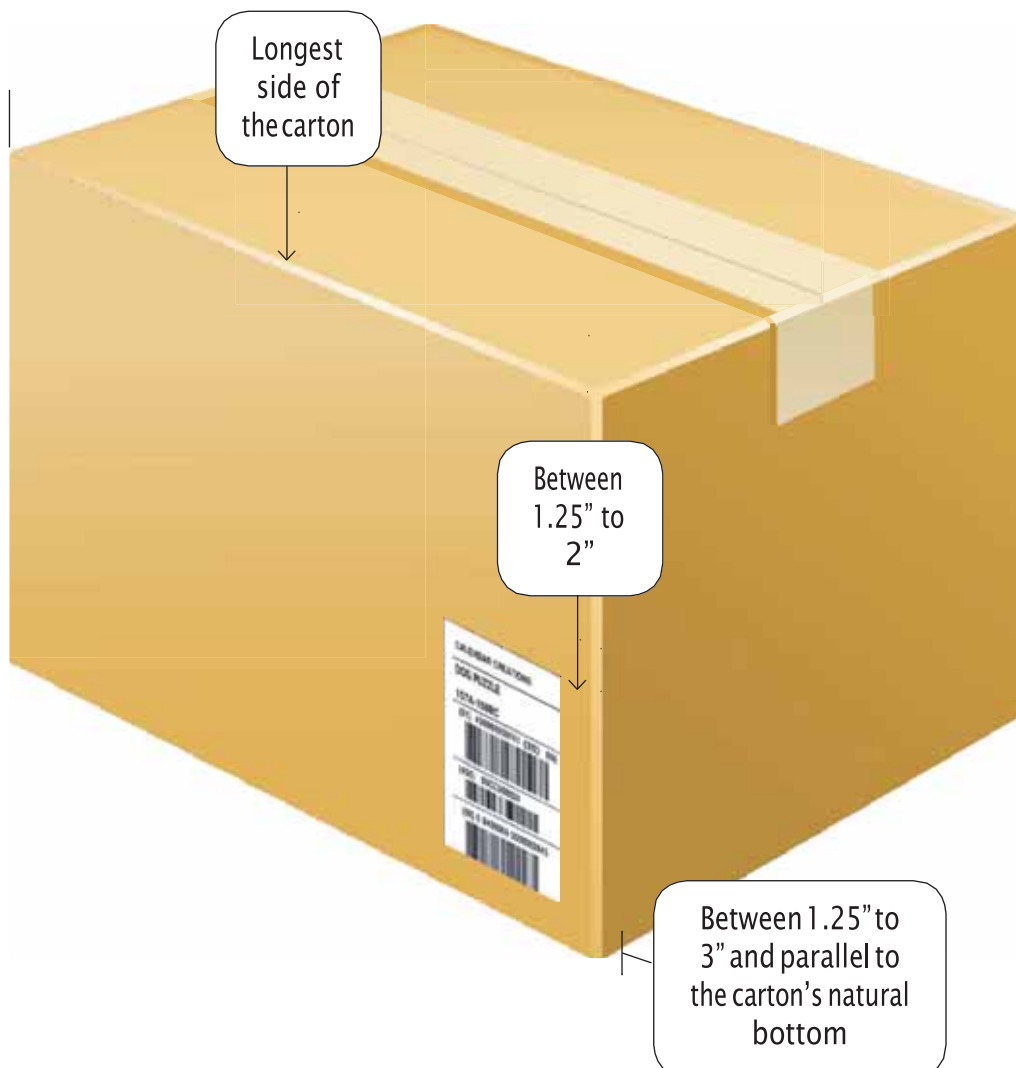
Great Outhouses of Europe- 10 cartons

ITEM DESCRIPTION	QTY ORDERED	BATCH PRICING	SUB TOTAL
Elephants	10	\$0.16	\$1.60
Snakes	10	\$0.16	\$1.60
Great Outhouses of Europe	10	\$0.16	\$1.60
		Subtotal	\$4.80
		Minimum Billing Differential	\$10.20
		Total Label Charge	\$15.00
		Shipping	\$4.00
		Total Charge Assessed	\$19.00

CARTON LABEL PLACEMENT

To assure scanning in automated environments and to prevent damage to the barcodes due to crushed edges, the following is a brief description of where the carton label must be placed, and some specific examples that address most commonly asked questions.

1. Labels must be placed in the ***lower right corner on the longest side*** of the cartons.
 - Do not place the label on the short side, bottom, or top of the carton.
 - Cover any barcodes that are printed in the lower right corner of the carton.
2. Labels must be placed no closer than 1¼ inches and no farther than two inches from the leading edge.
 - The leading edge is always the right side of any carton for Calendar Holdings.
3. The bottom edge of the label should be between 1¼ and 3 inches from the bottom edge of the carton.
4. Labels must be placed on the side of the carton with the lines of the barcode perpendicular to the bottom of the carton (+/- 5 degrees, anything more will not allow the label to be scanned in the automated environment).
5. Banding on cartons must not cover any portion of the barcodes on the carton labels. Cartons that have unscannable labels due to banding will receive a chargeback per the chargeback schedule on pages 50-51.

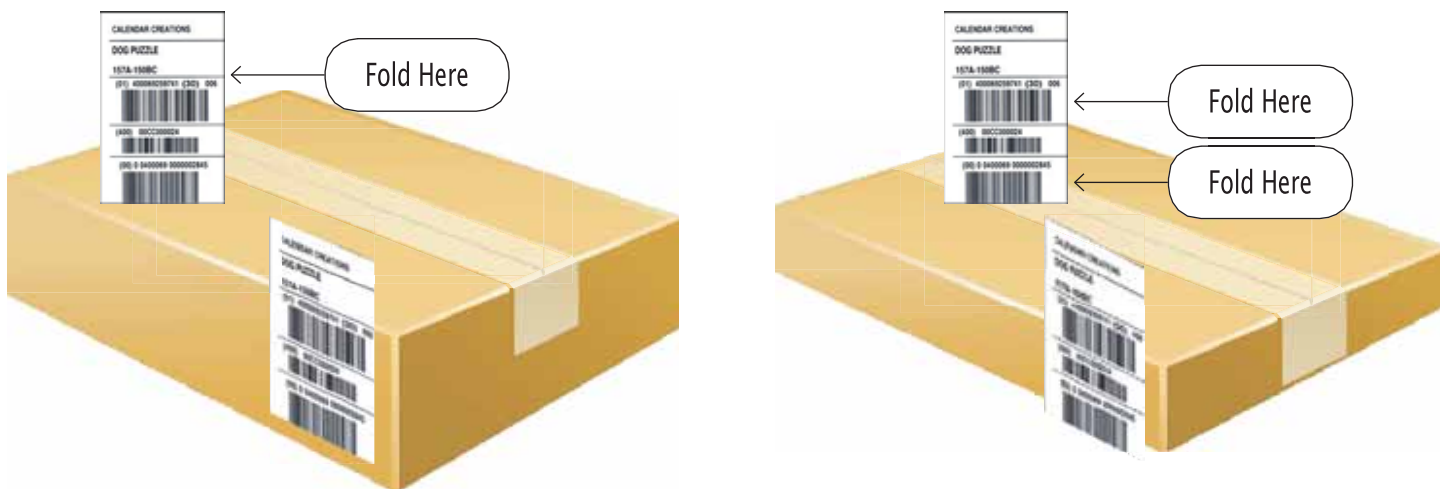


The following are the most commonly asked questions regarding carton labeling.

EXAMPLE I

Where does the label go if the carton's height is shorter than the actual label? (The label size is 4"x 6")

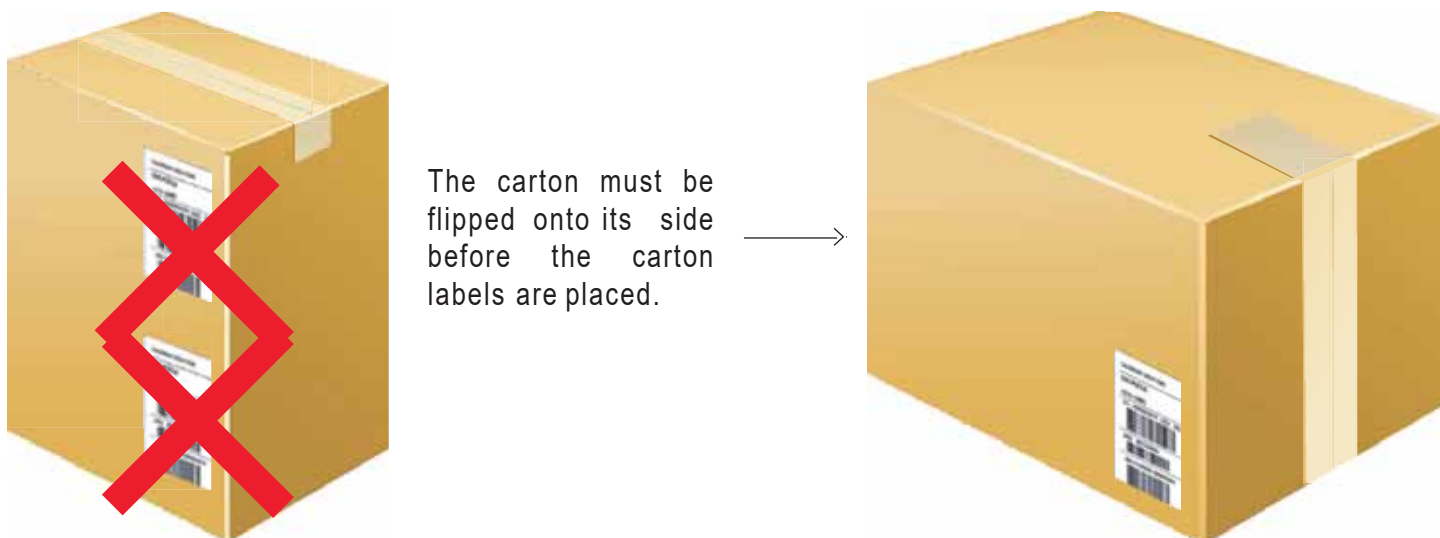
The most important thing is that the carton label's barcodes are on the side of the carton. As long as the barcodes are in the correct place, the human-readable vendor name and title can be on the top of the carton. In cases where the carton does not allow all three barcodes to be displayed, place the bottom barcode on the side of the carton.



EXAMPLE II

What about cartons that contain products that are packed from the top?

Those cartons must be turned on their sides before the carton labels are placed and before they can travel on our conveyor system. Remember that the carton labels must be placed in the lower right corner of the longest side of the carton. The carton label must be placed so that the bars of the barcode are parallel to the bottom of the carton so our automated scanners can read them.



The carton must be flipped onto its side before the carton labels are placed.

REMINDER

These cartons must ride on a conveyor system that has a 22-degree slope.



PALLET SPECIFICATIONS & STACKING REQUIREMENTS

FTL AND LTL SHIPMENTS MUST BE SHIPPED ON PALLETS.

PALLET SPECIFICATIONS

SIZE

All pallets must be 40"x 48".

STANDARD

We prefer pallets to be solid wood, four-way construction grocery/produce pallets (non-block support) without double slats in the center. The term four-way refers to the ability to pick up the pallet from all four sides.

If you want to use plastic pallets, please contact Vendor Relations before shipping for approval.

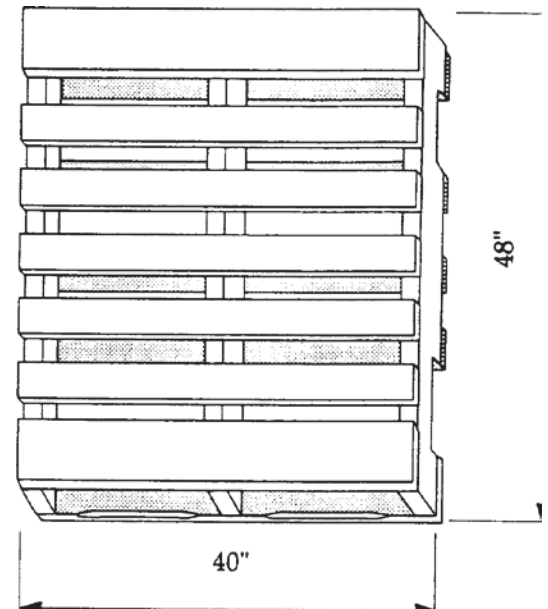
QUALITY

All wood pallets must be a grade B or better, in good condition, and are provided by the vendor. A chargeback will be assessed for incorrect size or quality.

STACKING REQUIREMENTS

OVERHANG

Merchandise must be stacked on pallets with no overhang over the edge of any pallet. This means that no product shall be stacked more than 40" (3'4") in width and no more than 48" (4'0") in length.



HEIGHTS

In order to maximize the cubic space in the Calendar Holdings distribution center, merchandise must be stacked as close to 52" (4'4") as possible (including the pallet height of 5"), without exceeding this limit. If a pallet is stacked too high and requires Calendar Holdings' employees to create additional pallet stacks, the vendor may be assessed a chargeback.

DOUBLE STACKING

Do not double-stack pallets on a trailer under any circumstances. The most common problem caused by double stacking is that the cartons below can not support the weight of the upper pallet resulting in damaged product.

STRETCH-WRAP

All pallets must be stretch-wrapped. Not enough stretch-wrap or stretch-wrap that is too loose will allow the product to fall in transit. Pallets with inadequate stretch-wrap are subject to a chargeback.

BELLY BANDING

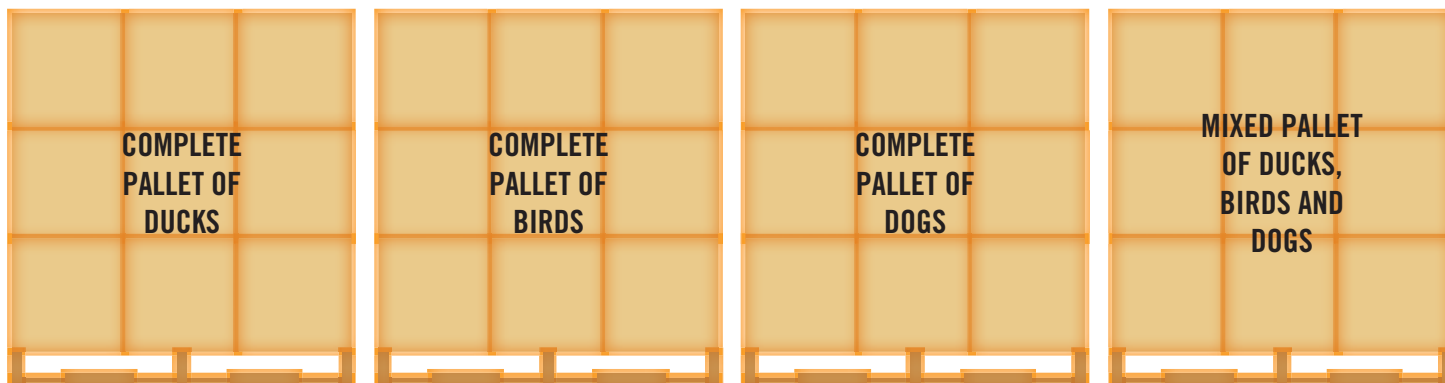
Belly banding over the pallet is acceptable as long as non-metal bands are used. Metal banding is not allowed and is subject to a chargeback.

PALLET SPECIFICATIONS & STACKING REQUIREMENTS



STACKING BY TITLE

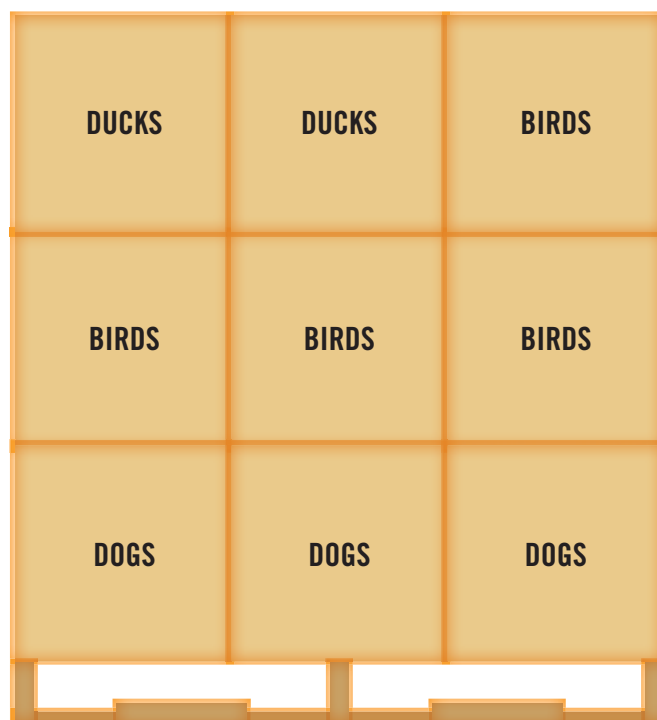
Merchandise must be separated and stacked by title on individual pallets. Titles that do not complete a full pallet may be stacked on a pallet with another/other title(s). No titles should be spread between more than one mixed pallet. (See the example below.)



MIXED PALLETS:

All titles on a mixed pallet should be kept together. This reduces the amount of handling required, and helps prevent titles from being intermingled with others.

- Keep like titles on the same 'level' as much as possible.
- Within a 'level', keep like titles together.





PALLET LABELING GUIDELINES

PALLET LABELING REQUIREMENTS

Calendar Holdings requires special pallet labeling for those pallets containing more than one title. The pallet signs should clearly state "Multi-Title Pallet". The following page has an example and we encourage you to photocopy the page for accuracy. Care must be taken to ensure that the multi-title pallet signs are not damaged or torn off during transport. In addition, the actual signs must be in a consistent, easily accessible location on the pallets. Refer to the standards below. These requirements pertain to only those pallets needing multi-title pallet signs.

Each pallet should contain two sheets - one on each long side of the pallet. This will increase the chances of having at least one readable document upon arrival at the Calendar Holdings distribution center.

- The pallet sign should be placed in the upper half of the pallet, and centered horizontally.
- The pallet sign should include the names of all titles contained on the pallet.



48" Longest

Remember to include two pallet signs, one on each side of the pallet.

**MULTI
TITLE
PALLET**





CALENDAR SHIPMENTS AND DELIVERY SCHEDULE

CALENDAR SHIPMENT ADDRESSES

You may be required to ship your Calendar titles to both our Expo 2 and Go! Retail Group Distribution Centers. The addresses can be found on page 8 of this kit and below.

EXPO2 DISTRIBUTION

Calendar Holdings LLC
6411 Burleson Road
Austin, TX 78744

Go! RETAIL GROUP DISTRIBUTION CENTER

175 Southwestern Avenue Suite 110
New Braunfels, TX 78132

CALENDAR PURCHASES:

CALENDAR PURCHASES OVER 2,000 PIECES WILL BE SPLIT INTO MULTIPLE WAVES.

- First 2,000 will ship to Expo 2
- 2nd Wave (approx 2 weeks later) will ship in full to New Braunfels

IF A PURCHASE IS OVER 30,000 PIECES, IT WILL BE SPLIT INTO 3 WAVES:

- 1st wave: 2,000 to Expo 2
- 2nd wave: (approximately 2 weeks later) Ship to New Braunfels

DELIVERY SCHEDULE:

- April 1st: Expo 2 Warehouse in Austin and Go! Retail Group warehouse in New Braunfels begin accepting product.
- **JULY 15TH: PRODUCT DUE IN WAREHOUSE**
 - *The cancel date on your purchase order is the deadline for your product to be in our warehouse.*
 - You may ship your product to arrive sooner than your cancel date if it is ready. This is for 1st Wave Purchase Orders only. Subsequent waves must be shipped to arrive in the window stated on the Purchase Order.
 - We DO accept partial shipments of product in full carton quantities. Our priority is to get product into our warehouse as soon as possible.
- Final production copies are due before your product arrives at our distribution center. Two copies should be sent: One to ATTN: Calendar Buyers and one to ATTN: Jessica Maier for the calendars.com library.
- 70/30 Buying Policy: If we purchase 3,000 or more units of a trade title, we will only issue a purchase order for 70% of the estimate up front. The remaining 30% should be kept as a Reserve. In mid-October we will let you know how much of the 30% we need. Purchase orders for the reserve (if we need the quantity) will be issued at that time.

LOADING TRUCKS/TRAILERS

Vendors may choose to use full-deck trailers if their shipments are large enough. Full-deck trailers allow trailers to hold twice the pallet count as normal without double stacking (stacking pallets directly on top of each other). Calendar Holdings will accept these trailers. Be aware that loading a full-deck trailer to its capacity or a portion of its capacity could cause the trailer to exceed the allowable weight limits required by law. Please consult your freight carrier for those weight guidelines and for further information concerning the use of full-deck trailers. Also, remember that Calendar Holdings has specific requirements for stacking cartons on the pallets.

SHIPMENT PACKING SLIP SPECIFICATIONS

The shipment packing slip is similar to the bill of lading or truck manifest. While there is not a special format for a shipment packing slip, it must document the following information (see the examples on the following page):

- The vendor's name
- The purchase order(s) reflected in that shipment
- If the vendor is shipping product that pertains to more than one purchase order, the shipment packing slip must reflect all PO numbers included in that shipment.
- An itemized list of all titles and ISBN or UPC Codes included in the shipment
- The carton quantities pertaining to each title
- The total number of cartons per title
- The total number of pieces shipped per title
- These totals should be evenly divisible by the carton quantities.
- Grand total of cartons and number of pallets on each shipment

If the shipment is not large enough to warrant the use of a pallet, a shipment packing slip must still be affixed to the outside of one of the individual cartons.

Attach a copy of your printed shipping appointment confirmation to your packing slip.

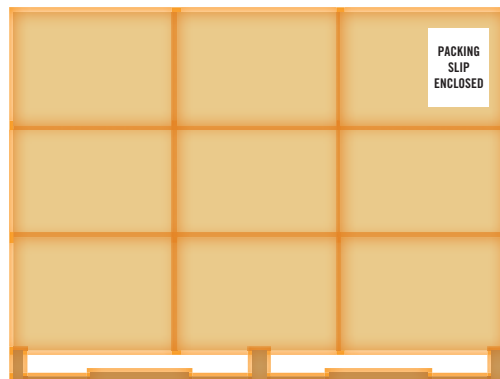
LABELING REQUIREMENTS

The shipment packing slip needs to be clearly marked in a "Packing Slip Enclosed" envelope. Do not put this form inside a carton. Instead, the slip may be placed in a pouch and affixed to a carton.

- Every shipment must contain a shipment packing slip.
- The slip should be affixed to the very last pallet placed on the truck so, upon arrival, the packing slip can be easily located.

Every shipment should contain two slips - one on each side of the designated pallet. This will increase the chances of having at least one readable document. The slip should be placed in the upper right corner of the designated pallet.

Remember to place two slips - one on each side of pallet.





SHIPMENT PACKING SLIP EXAMPLES

MULTIPLE PURCHASE ORDERS

This example shows the proper way to note all items included in a shipment when more than one purchase order is being fulfilled.

FROM: CALENDAR CREATIONS

TOTAL # OF PALLETS: 13

TOTAL # OF CARTONS: 569

PURCHASE ORDER #	FREIGHT PAID BY	TITLE & TYPE	ISBNorUPC CODE	# OF PIECES PER CARTON	TOTAL # OF PIECES	TOTAL # OF CARTONS
24SRV00012	VENDOR	FUNNY ANIMALS WALL	084000012X	50	6,000	120
24SRV00012	VENDOR	DUCKS WALL	0840000137	50	5,750	115
24SRV00012	VENDOR	BIRDS ENGAGEMENT	0840000142	24	2,448	102
24SRV00156	VENDOR	RAINBOWS MINI	0840000205	96	3,072	32
24SRV00156	VENDOR	FUNNY ANIMALS WALL	084000012X	50	3,000	60
24SRV00156	VENDOR	CARS WALL	0840002134	50	4,500	90
24SRV00156	VENDOR	BIRDS ENGAGEMENT	0840000142	24	1,200	50

SINGLE PURCHASE ORDER

This example shows the proper way to note all the items included in the shipment when only one purchase order is being fulfilled.

FROM: GAME CREATIONS

TOTAL # OF PALLETS: 8

TOTAL # OF CARTONS: 337

PURCHASE ORDER #	FREIGHT PAID BY	TITLE & TYPE	ISBNorUPC CODE	# OF PIECES PER CARTON	TOTAL # OF PIECES	TOTAL # OF CARTONS
24SRV00012	VENDOR	DOG PUZZLE	400069259741	24	2,880	120
24SRV00012	VENDOR	MOTHER PHOTO FRAME	400069371458	50	5,750	115
24SRV00012	VENDOR	FLOWER POSTCARD	400069557823	24	2,448	102

Freight responsibilities and all purchase order numbers MUST be noted on the shipment packing slip for each title included on the form. Failure to note freight responsibility will result in a chargeback.

Attach a copy of your printed shipping appointment confirmation to your packing slip.

SHIPPING APPOINTMENTS

The Calendar Holdings distribution center receives merchandise, display materials, and supplies from over 1,000 vendors worldwide, and will ship product to more than 1,500 retail locations in the United States and worldwide. To facilitate the efficient movement of product into our distribution center, **vendors are required to schedule delivery appointments with our Traffic Department via www.SRVexchange.com at least two days prior to shipments leaving the vendor's facilities.** In most cases the Traffic Department will respond within one business day.

A shipping appointment is required for every shipment, especially small parcel, sent to the Calendar Holdings distribution center. In an effort to make scheduling shipping appointments easier, we have developed a section on the SRVexchange website that will allow the vendors to schedule their delivery appointments. Please refer to the Shipping Appointment section on the website for further details. Please note Phase 2 of the Appointment (entering the shipment tracking information) must be completed or subject to a chargeback. Vendors must provide an accurate Freight Class for all LTL shipments to ensure the Traffic Department gives freight carriers the correct Freight Class. Supplying an inaccurate Freight Class can raise the Freight Costs and the Vendor will be subject to these additional costs.

Shipments that arrive without a scheduled delivery appointment will be assessed a chargeback plus any additional fees assessed from the freight company. See the Chargeback Rate Schedule on pages 53-54 for specifics.

SETTING A SHIPPING APPOINTMENT THROUGH SRV EXCHANGE:

1. You cannot schedule a Shipping Appointment for any purchase orders until you have ordered carton labels for those POs. Please visit our SRV Exchange website and go to the label ordering section for more details on ordering your labels.
2. To set your Shipping Appointment, please visit our website at www.SRVexchange.com and go to the shipping tab. This is a 3-phase process involving the initial appointment being set:
 - (Phase 1) Setting the shipping appointment which will then show up on our Appointment Log and the carrier being assigned if the shipment is collect. If the shipment is collect, the Traffic Department will contact you with routing instructions via email at the address you provide when setting up the appointment and we will then move the appointment into Phase 2. If prepaid, we will evaluate the appointment and move to Phase 2.
 - Complete the Shipping Appointment form (beginning at the Company field) with the company name, address and contact information including an e-mail address and phone number.
 - For the Shipment Type, choose from the following drop down choices:
 - FTL – each shipment/truck needs its own appointment.
 - LTL
 - Import/Container-Palletized
 - Import/Container-non-Palletized
 - Small-Parcel
 - Complete the # Pallets Shipping field with the number of pallets that are being sent for the appointment. For LTL shipments where Calendar Holdings pays freight, you must include the pallet height and weight for each individual pallet in the shipment.
 - Enter the Expected Ship Date, Expected Delivery Date, and Freight Class of the shipment.
 - Each shipment and/or truck should have its own shipping appointment on SRVexchange.com.
 - For FTL shipments and Import/Container-Palletized shipment types an available Time Slot must be selected.



GENERAL SHIPPING INFORMATION

- These are the FTL time slots that will be used for each warehouse.

Start Time	End Time
7:30am	8:20am
8:20am	9:10am
9:10am	10:00am
10:15am	11:05am
11:05am	11:55am
12:30pm	1:20pm
1:20pm	2:00pm
2:00pm	2:50pm Time slot for missed or no appointment shipments

- Fewer than or equal to 30 pallets = one time slot
- 31-60 pallets = two time slots
- Follow these steps to populate the time slots grid.
 1. Select shipment type
 2. Enter the # of pallets you will be shipping. This number must be less than or equal to the # Pallets/Containers allowed per day, per distribution center.
 3. Enter expected shipdate
 4. Enter expected deliverydate.
 5. Select purchase orders
 - Scroll down to the purchase order list and check the POs that you will include in the appointment.
 - Enter the # of expected cartons.
 - Enter the # of expected pallets.
 - The number of expected pallets should be equal to the # of Pallets Shipping from step 2 above. If more than one PO is selected, then the total # of Pallets should equal the # of Pallets from step 2 above.
 - Enter expected weight.
 6. Scroll up to see the timeslots that are available. The time slots are generated after entering the fields from steps 1 – 5.
 - Check the time slot(s) required for your shipment. Do not check more than the time

GENERAL SHIPPING INFORMATION



slots needed.

- The 'Time slots selected' field will display time slots after they are saved with the appointment. This is a read only field.
 - The time slot list will change when shipment, # pallets shipping, expected delivery date and selected purchases orders change.
 - Update time slots by checking different time slots from the list.
 - Submit the form to save the appointment and time slots.
- LTL, Import/Container-non-Palletized, small parcels require a shipping appointment date, but do not require an appointment time slot. Follow these steps for these types of shipments:
 1. Select shipment type
 2. Enter the # of pallets you will be shipping. This number must be less than or equal to the # Pallets/Containers allowed.
 3. Enter expected ship date
 4. Enter expected delivery date.
 5. Select purchase orders
 - Scroll down to the purchase order list and check the POs that you will include in the appointment.
 - Enter the # of expected cartons.
 - Enter the # of expected pallets.

- The number of expected pallets should be equal to the # of Pallets Shipping from step 2 above. If more than one PO is selected, then the total # of Pallets should equal the # of Pallets from step 2 above.

- Enter expected weight.

- (Phase 2) Whether your shipment is prepaid or collect, you will need to revisit the SRV Exchange website and enter the carrier information after pick up which includes the carrier name, phone and PRO (tracking) number thus moving the appointment into Phase 3.

Please be advised if the carrier information is not filled in by the time the shipment arrives to our facility there will be a bill back of \$100.00, as stated in the Chargeback Rate Schedule.

- (Phase 3) The Traffic Department will then make the final approval and the appointment process will be complete,

Edit Appointments in Phase 1 and Phase 2

Click on the appointment phase link to edit the appointment.

You may edit all fields for appointments still in phase 1.

You may enter or edit carrier information and pro#/tracking number for appointments still in phase 2.

Appointment#	Appt Date	Company/Name	Contact Name	Est. Cartons	Est. Pallets	Est. Weight	Status
APT0000117	02/20/2014	Choka Shirt Company	Matt Thompson	30	1	613.0000	Phase 2

Create a new shipping appointment

Create New Appointment



GENERAL SHIPPING INFORMATION

and in the Approved Status.

Please note that after Phase 1, you will no longer be able to edit your appointment. If you have changes, please contact us and we can update for you.

3. Small Parcel Specifications: If you think your shipment is going small parcel, the pallet quantity requires you to enter at least 1 when setting the appointment.

Please be advised that you will only be able to enter one tracking number if you are shipping small parcel when completing Phase 2.

If shipping collect small parcel and you do not have a daily UPS pickup, please do not call in the pick-up for the same day, you will need to call the pick-up in for the next day, or drop the cartons off at your local UPS Brown store. A same day pick up with a collect small parcel shipment will be subject to a \$6.90 charge per carton that will be billed back to the vendor. The associated Zip Code for the account is 78744.

- Once you have created your appointment and received a Shipping Appointment ID, make sure to write the Appointment ID# and PO# on the Bill of Lading.
- **Shipments arriving without proper shipping appointment documentation will be subject to chargebacks.**

LATE ARRIVING SHIPMENTS

It is critical that a full commitment be made by vendors to send any and all product in a timely manner. The biggest impact of late arriving shipments is missed sales. If the vendor is unable to meet any request made by Calendar Holdings, it is the vendor's responsibility to notify the appropriate Calendar Holdings LLC Buyer immediately upon receiving the purchase order. Consequently, vendor selected carriers that arrive late with shipments at the Calendar Holdings distribution center will be assessed a chargeback.

OVERSHIPMENTS / MIS-SHIPMENTS

Occasionally, a vendor will send in more product than that which was ordered or product that was not originally ordered. This may happen because of a change in the purchase order or human error. Any product determined to be overshipments or miss-shipments may be returned to the vendor at the vendor's expense. Each vendor will be notified prior to the shipment(s) leaving the Calendar Holdings distribution center and returned to them. All freight costs associated with returning these shipments will be charged to the vendor's account. If the vendor does not respond to the fax, telephone call or e-mail within 5 business days, the shipment will be sent back collect with a carrier of Calendar Holdings' choice; without consulting the vendor.

FREIGHT SPECIFICS

Do not ship prior to making a shipping appointment. Calendar Holdings will not pay for any shipments sent collect without a prior agreement and will assess a chargeback for each violation.

- Calendar Holdings will not honor any freight chargebacks generated by vendors sending freight prepaid that should have been sent collect.
- All routing is based on the size and commodity of the shipment. If the Traffic Department has provided routing and the size of the shipments changes, the vendor must contact the Traffic Department prior to shipping to ensure the prior routing arrangement is still authorized. A chargeback will be assessed if you do not have the correct authorization.
- If there is an agreement that Calendar Holdings will pay freight, then only the specific carrier authorized by the Traffic Department, may be used. Calendar Holdings will not pay for unauthorized carriers.
- Unless a prior written agreement has been made, Calendar Holdings will not pay for any charges other than the basic freight cost (i.e. - lift gate service and carrier loading assistance). Additional charges are the vendor's responsibility and

GENERAL SHIPPING INFORMATION



Calendar Holdings LLC will chargeback the vendor if these charges appear on the carrier's invoice.

- If Calendar Holdings pays freight, NO EXPEDITED shipments are allowed unless you have specific permission approved through the Traffic Department. Please ensure that you do not use language on your bill of lading that could be interpreted as Time Sensitive such as: "Must deliver on" or "Must arrive by", etc. This includes UPS shipments, which should always ship ground. Do not call in Same Day Pickup for UPS Ground. There is a \$6.90 per carton fee for this service that will be charged back to the vendor.
- If the vendor uses a third party distributor, they are not exempt from setting a shipping appointment with Calendar Holdings. The vendor is responsible for ensuring that shipping appointments are made for every shipment, even when the shipment is coming from a third party distributor.
- Correct Freight Class is the vendor's responsibility. Listing an incorrect freight class will result in a chargeback of the freight expenses incurred due to this inaccuracy.

BILL OF LADING INACCURACIES

Bill of Lading information must be complete and accurate. It is Industry Standard that the shipper creates their own Bill Of Lading. If a Bill Of Lading is created by a 3rd Party, the shipper is still responsible for the Bill Of Lading being accurate. Please ensure that Bills Of Lading are accurate prior to shipping.

Common Problems:

- Inaccurate Weight: generally performed when the stated weight appears grossly discrepant with the actual weight
- Freight Terms: occurs when a shipment is sent prepaid when it should have been collect or vice versa
- *Class/Description Change: necessary when the stated NMFC Item #/class/description of the freight doesn't match that of the product being shipped. Example: Calendars are NMFC Item #/class 70 with the NMFC#178910-02
**If shipping calendars, this NMFC# (178910-02) must be used.*
- Expedited Shipments: occurs when a shipment arrives to our facility as Time Sensitive. Please do not ship guaranteed or use language such as "Needs to arrive by" or "Must deliver on" unless instructed by the Traffic Department.

Charges relating to Bill of Lading discrepancies will be billed back to the vendor. The best way to assure that these chargebacks do not occur is to clearly and accurately communicate with Calendar Holdings' Traffic Department and the freight companies.



GENERAL SHIPPING INFORMATION

BILL OF LADING REQUIREMENTS

SHIPPING LESS THAN TRUCK LOAD (LTL) OR FULL TRUCK LOAD (FTL)

Your bill of lading must include these elements:

- Ship from/Shipper Complete Address:
- Ship to/Consignee's Complete Address: (Make sure the Ship To address matches the Ship To address from your Purchase Order.)
- Date
- Carrier's name
- Carrier's tracking number/ProLabel
- Freight Terms or Billing Terms – prepaid (ppd), collect (col), or 3rd party
- Description of shipment - generally associated with the NMFC and Class
- Class- based on density, can be obtained from any LTL carrier. Conway has a good density calculator on their website at: https://www.con-way.com/webapp/operations_app/DensityCalc/Calc_Cube.jsp?dest=cubecal
- NMFC item number(s) – NMFC stands for National Motor Freight Classification.
- This number is associated with the description of what you are shipping. These can be obtained from any local LTL carrier.
- Number of handling units; such as pallets
- Number of cartons contained in the handling units (STC) "said to contain"
- Weight
- PO's – all Purchase Orders must be listed
- Appointment ID - generated by the SRV website
- General Comments which must include:
 - Do not double stack stretch wrap pallets
 - Do not break down shrink wrap pallets
- Do not include language that could be interpreted that your shipment is time sensitive such as: "Must arrive by" or "Needs to deliver on" unless you have received permission from Calendar Holdings LLC.

SHIPPING SMALL PARCEL AND CALENDAR HOLDINGS PAYS FREIGHT

- Only ship with our UPS account number, provided by us in your routing email. Different product concepts and purchase orders use different account numbers, so it is imperative that the account number sent to you by the Traffic Department in your routing e-mail is used for your shipment.
- Only ship standard service (Ground) unless you have authorization in writing to ship with an upgraded service
- Ship collect, not 3rd party
- Place our PO number in the reference line
- Contact us if any carton is over 70 pounds
- Do not use Same Day pickup for Ground packages. Call in for a Next Day pickup or drop packages off at a local facility.

REMINDER

Write the shipping appointment confirmation ID# and the purchase order numbers on the Bill of Lading.



Calendar Holdings LLC
6411 Burleson Road
Austin, TX 78744
Attn: Merchandise Payables

BASIC INVOICING PROCEDURES

To assist us in paying you in a timely manner, please follow these simple guidelines:

- Calendar Holdings must receive an invoice in order to remit payment to the vendor.
- Only invoice Calendar Holdings for merchandise that has physically been shipped.
- If invoices are usually shipped in the cartons along with product, the vendor must forward an additional copy to the attention of Merchandise Payables: merchandisepayable@calendars.com.
- All invoices must be stated and payable in U.S. dollars.
- Please provide invoices via e-mail to merchandisepayable@calendars.com (Recommended) OR Mail the invoices to us via the Burleson Road address at the top of the page.
- Please provide Monthly Statements via e-mail to merchandisepayable@calendars.com (Recommended) OR Mail the invoices to us via the Burleson Road address at the top of the page.

In order to ensure receipt of all invoices, Calendar Holdings requires a monthly statement of account to be sent. ***Calendar Holdings will not pay from statements, invoices must be sent.***

INFORMATION REQUIRED ON ALL INVOICES

Invoices to Calendar Holdings must:

- Reference the correct purchase order number. There should be only one unique purchase order number per invoice.
- List the total number of pieces per title that were shipped against the referenced purchase order and a total number of pieces for the entire invoice.
- Contain the title and EAN/ISBN-13 Code of each product sent for the referenced purchase order. The EAN/ISBN-13 or UPC Code listed MUST match the number supplied at the beginning of the season. Vendor's internal item IDs alone are not acceptable on invoices.
- Note the discount percentage that corresponds with each title.
- Have the suggested retail price of each title shipped against the referenced purchase order.
- Reference the correctly calculated unit price per title.
- List the total extended cost for each title included on the invoice.

Calendar Holdings reserves the right to reject any invoice or to assess a chargeback for any information that is not provided or is inaccurate.

DISCREPANCIES

Calendar Holdings reserves the right to make claims on shortages and discrepancies up to 180 days from the date the shipment arrives at our distribution center. If PO pricing is incorrect, contact your buyer and submit PO discrepancies on SRV Exchange prior to sending the invoice.

REFUNDS

Cash refunds for credit balances owed to Calendar Holdings will be due no later than 30 days after final reconciliation. Unpaid balances will be subject to interest of 15% per year (1.25% per month).

PURCHASING TERMS

A copy of the purchasing terms, attached as Schedule A to the Vendor Compliance Agreement, and incorporated by reference therein, should be given to the vendor's accounting department for placement in the accounting records.



ACCOUNTING POLICIES

INVOICE EXAMPLE

Calendar Creations		Invoice No.	15678
111 Fifth Avenue			
New York, NY 10011			
212-633-8542 fax 212-677-1234			

INVOICE

Name	Calendar Holdings LLC	Date	6/22/2023
Address	6411 Burluson Rd.	Order No.	24SRV00012
City	Austin State TX Zip 78744	FOB	New York
Phone	512-386-7220		

Qty	Description	Discount	Retail Price	Unit/Price	TOTAL
1,000	Ducks Wall ISBN 0-8400-0013-7	60%	\$12.95	\$5.18	\$5,180.00
500	Funny Animals Wall ISBN 0-8400-0012-X	62%	\$10.95	\$4.16	\$2,080.00

All invoices must list a title and the associated ISBN or UPC code for each product. Do not refer to a product as "wall-012x."

All invoices must reflect the appropriate SRV LLC purchase order number. There should only be ONE purchase order number per invoice.

Total Qty	1,500				
				Sub Total	\$7,260.00
				Shipping & Handling	\$0.00
				Taxes	\$0.00
				TOTAL	\$7,260.00

CHARGEBACK RATE SCHEDULE



Listed below are the chargeback amounts that Calendar Holdings LLC may, at its option, assess for various non-compliance issues. Any dispute of chargebacks must be submitted to Vendor Relations within fifteen (15) days of receipt by vendor of our non-compliance notification. Compliance Chargeback Policy: Charges will not exceed 25% of purchase order cost. You will not be invoiced for Compliance Chargebacks. The Chargeback will be taken from the total invoice we receive from you for your PO. You will find details and images of the Compliance Issues on SRV Exchange under the Chargebacks tab.

TYPE	VIOLATION	CHARGEBACK
Product	Barcode discrepancies discovered after 1st shipment without prior notification	\$1,000 per title
Product	Changes to barcodes after first shipment	\$250 per incident
Product	Duplicate, unscannable, or missing barcode	\$.50 per item
Product	Failure to submit product data or update changed data	\$25 per incident
Product	Failure to obtain approval for label format if using own label	\$100 per title
Product	Inaccurate or missing human-readable price(s)	\$.50 per item
Product	Inaccurate placement of price/barcode label	\$.50 per item
Product	Product image in unapproved format or not submitted within 45 days of estimate or posted purchase order, whichever comes first	\$10 per item
Product	Submission of data in a format other than the approved method	\$25 per incident
Product	Submission of incomplete or incorrect product data. Each title on a purchase order is treated as an incident so this chargeback is per title.	\$25 per incident
Product	No Front Calendar Image	\$7.00 per scan (possible \$21.00 per title if all 3 views are missing)
Product	No Back Calendar Image	\$7.00 per scan (possible \$21.00 per title if all 3 views are missing)
Product	No Alternate Image	\$7.00 per scan (possible \$21.00 per title if all 3 views are missing)
Product	No Product Description	\$7.00 per Description
Carton	Actual quantities in cartons differ from vendor supplied specifications	\$250 plus \$25 per carton
Carton	Carton dimensions differ (+/-) 1 inch from vendor-supplied specifications	\$500 per title
Carton	Carton dimension changes after first shipment	\$500 per title
Carton	Cartons arriving without labels	\$10 per carton (\$25 min.)
Carton	Cartons arriving with inaccurate, unscannable, or duplicated labels	\$10 per carton (\$25 min.)
Carton	Cartons with belly banding that interferes with carton label	\$10 per carton
Carton	Cartons exceeding the 50lb weight limit	\$10/carton
Carton	Cartons that have been incorrectly labeled with another title	\$10/carton
Carton	Cartons with incorrect label placement	\$10/carton
Carton	Cartons with single-wall construction or less than 200lb test, C-flute quality	\$10/carton
Carton	Changes to carton quantities after first shipment	\$250 + \$25/carton
Carton	Inner packs not labeled	\$.50 per inner pack
Carton	Products not shipped in cartons	Refused



CHARGEBACK RATE SCHEDULE

CHARGEBACK RATE SCHEDULE (CONTINUED)

TYPE	VIOLATION	CHARGEBACK
Carton	Carton Labels that are not formatted to Calendar Holdings LLC specifications or unscannable causing cartons to require relabeling	\$10 per carton
Carton	Carton Label Data Files that are not properly formatted or contain errors—Calendar Holdings LLC will relabel	\$10 per carton
Carton	Failure to upload valid Carton Label Data Files prior to shipment arrival	\$1000 plus \$10 per carton
Pallet	Failure to create accurate Pallet Labels	\$100 per Pallet
Pallet	Failure to upload Pallet Label Data files	\$100 per Pallet
Pallet	Domestic shipments not palletized	\$250 per shipment plus \$25 per pallet
Pallet	Inadequate stretch wrap around pallet, use of metal banding on pallet, or excessive stretch wrap that results in damage to products	\$25 per pallet
Pallet	Mix title pallet is improperly labeled or unlabeled	\$15/title, per pallet
Pallet	Product is stacked taller than the specified limit	\$15/title, per pallet
Pallet	Product received on improperly sized or deficient-quality pallet	\$25 per pallet
Shipment	Collect shipment sent with unauthorized carrier	\$100 + freight expenses incurred
Shipment	Failure to note AppointmentID number or PO number on Bill of Lading	\$50 per incident
Shipment	Shipment arrives with different commodity than authorized by SRV	\$50/incident + freight expenses incurred.
Shipment	Inaccurate or incomplete information on Bill of Lading, i.e.: freight terms	\$50 per discrepancy
Shipment	PO shipped late (does not arrive by Cancel Date)	25% of the total cost of the order; or may be refused
Shipment	Shipment arrives without an appointment	\$300 per incident
Shipment	Shipment arrives without an “approved” status appointment (Phase 2 incomplete)	\$100 per incident
Shipment	Shipment does not arrive as scheduled or arrives at incorrect destination	\$100 plus expenses incurred
Shipment	Shipment contains double stacked pallets without prior authorization.	\$100 per shipment
Shipment	Shipment designated as time sensitive freight when Calendar Holdings pays freight.	Additional freight expenses incurred
Shipment	Drop Shipment not properly documented as received through SRV Exchange	10% of the Total Cost of the order
Shipment	Shipment requires redelivery due to Layover, Detention, or Failure to make a Shipping Appointment	Cost of Redelivery
Shipment	Shipment arrives before Ship Date noted on Purchase Order	\$1000 or 25% of PO cost
Shipment	Incorrect Freight Class Submitted	Vendor pays balance of difference in cost between submitted and actual Freight Class
Shipment	Failure to provide BOL & Commercial Invoice to Calendar Holdings LLC corporate office 5 days prior to shipment arrival at port	Expenses Incurred
Invoice	Inaccurate or incomplete information, including absence of purchase order numbers or ISBN/UPC Codes	\$25 per invoice

QUICK START GUIDE FOR NEW VENDORS

What you need to know to get started. This guide only covers the basics and is not meant to be all-inclusive of our requirements. You MUST read the Vendor Compliance Kit.

1. VENDOR COMPLIANCE KIT

Download the Vendor Compliance Kit from www.SRVexchange.com. It is required reading. You will need to follow all requirements in the kit.

2. PAPERWORK

Before we can place a purchase order, we need to receive your legal paperwork. Have your insurance company mail us a Certificate of Insurance naming us as covered under Broad Form Vendors Coverage. You can scan the Certificate of Insurance and email it to vendorinfo@calendars.com, or mail it to the following address: Calendar Holdings LLC, Attn: Vendor Relations, 6411 Burleson Road, Austin, TX 78744. You will receive an email from Sign Now when the Vendor Compliance Agreement is ready for you to sign electronically. The Purchasing Terms section of the agreement will be prepared specifically for your company by your buyer and sent as a separate document through Sign Now.

3. PRODUCT SPECS

Fill out the Product Data Spreadsheet (download from www.SRVexchange.com) and email it to vendorinfo@calendars.com. Every product must have: 1) A barcode (EAN or UPC) on the product. No exceptions; 2) US Retail pricing on the product (exception for items sold only on our website); 3) A standard, consistent carton quantity that will not change.

4. PRODUCT IMAGES

We need images of every product. Images should be .jpg format, 1000 pixels wide, 72-300 dpi, and named with the product barcode number. All images should be submitted via the Image Uploader on SRV Exchange. Just log on to your account at <http://www.srvexchange.com>, then go to **2023/2024 Orders** Link and choose the **Upload Images** tab. There you will find instructions on how to upload your images.

5. PURCHASE ORDERS

You will receive an automated email when a PO is posted. You will need to download the PO from www.SRVexchange.com. Confirm all barcodes, prices, and data on purchase order. You are responsible for its accuracy.

6. ORDER LABELS

Every order shipping to our distribution center is REQUIRED to have carton labels, ordered from and printed by us, adhered to each carton. Carton labels are unique to each PO and item, so you cannot copy labels or reuse prior labels. Order labels from www.SRVexchange.com. If you are drop shipping direct to our store(s), you do not need to use carton labels. You can also order item price labels from our website if your items are not pre-priced.

7. SHIPPING

You will need to make a shipping appointment on www.SRVexchange.com. Do this at least one business day BEFORE your shipment leaves. This is a two-part process, requiring confirmation from our Traffic Department. If you're shipping via UPS or Fed Ex you still have to make an appointment. Once you have a confirmed appointment, print out the confirmation and attach to your packing slip. Attach the packing slip set to your shipment. Also, write the appointment # on your Bill of Lading. If you are drop shipping direct to our store(s), you do not need to make a shipping appointment. If Calendar Holdings LLC is paying freight on your drop-ship PO, please contact our Traffic Department for shipping instructions.



This document contains confidential, proprietary and privileged information that is not to be disclosed and is intended to be for the benefit of Calendar Holdings LLC and SRV LLC. If you have received this document in error you are hereby notified that you must not use, disseminate, or copy it in any form or take any action in reliance on it.