

Data Quality: TlxHI Alignment

It is essential that pallets delivered into Retailer DCs match the expected TlxHI, as advised when ranging the product and as loaded in the Retailer's Warehouse Management Systems (WMS).

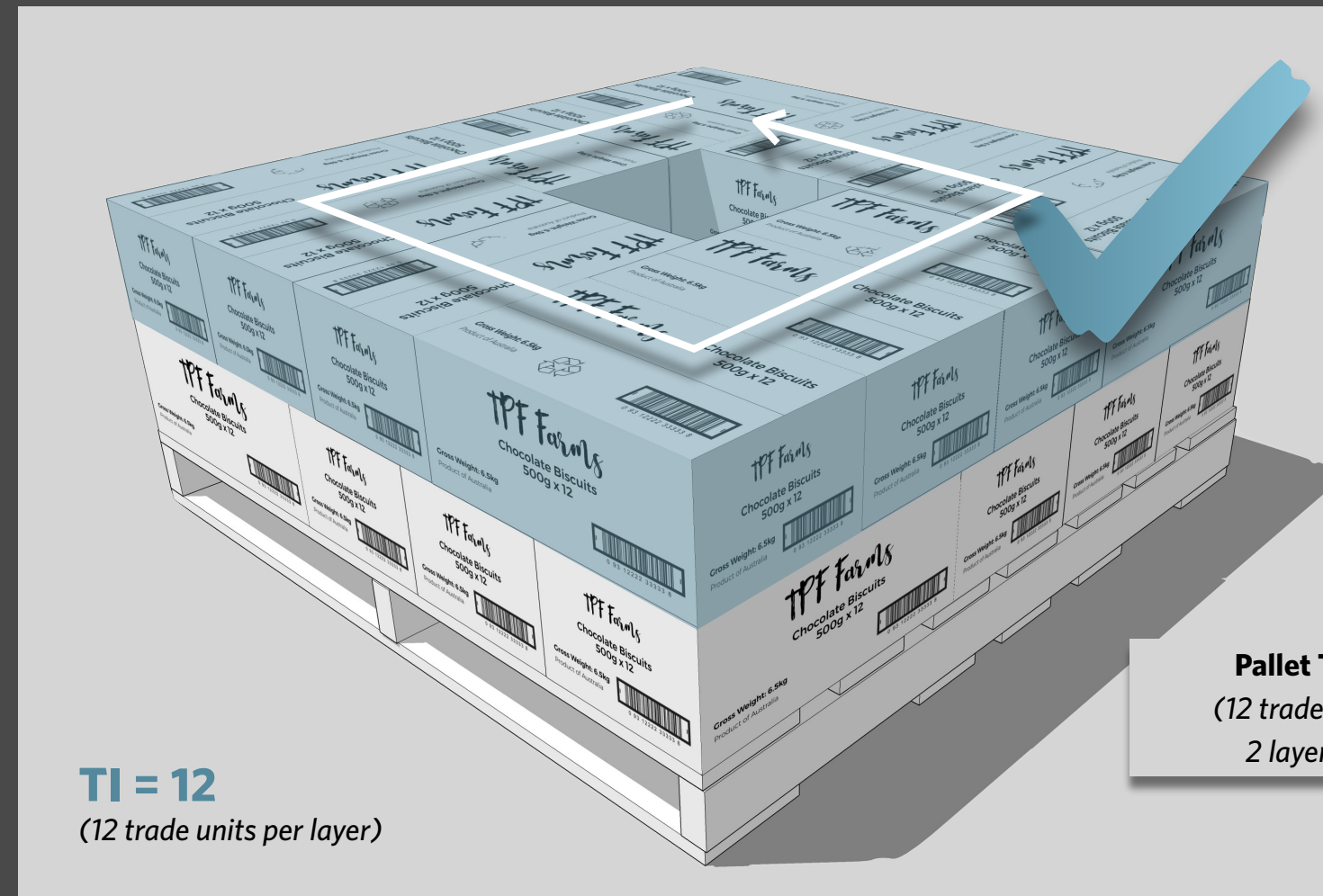
Every product has a defined TlxHI, reflecting the number of cartons or trade units that will be stacked on each layer (the "TI") and the number of layers that will be stacked on each pallet (the "HI"). Accordingly, a product loaded with a TlxHI of "12x6" in the Retailer's system is expected to be received — consistently — as 12 trade units per layer, with up to 6 such layers on the pallet.

- 1 'TI' refers to 'Tier', and denotes the number of units stacked on one layer of the pallet. If each layer of a pallet contains 12 trade units, the pallet is said to have a 'TI' of 12.
- 2 'HI' refers to 'High' or 'Height', and denotes the number of layers stacked on a pallet. If each pallet contains 5 layers of trade units, the pallet is said to have a 'HI' of 5.
- 3 'TlxHI' refers to the configuration of a full pallet — the number of units per layer, and the number of layers per pallet. A 'TlxHI' of 12x5 = 12 units per layer, 5 layers per pallet.

Incorrect TlxHIs can result in numerous issues including inaccurate purchase orders (requiring manual corrections), poor pallet utilisation, sub-optimal vehicle utilisation, potential for pallet rejection, stoppage/failure of DC automation, and potential safety risks for DC team members.

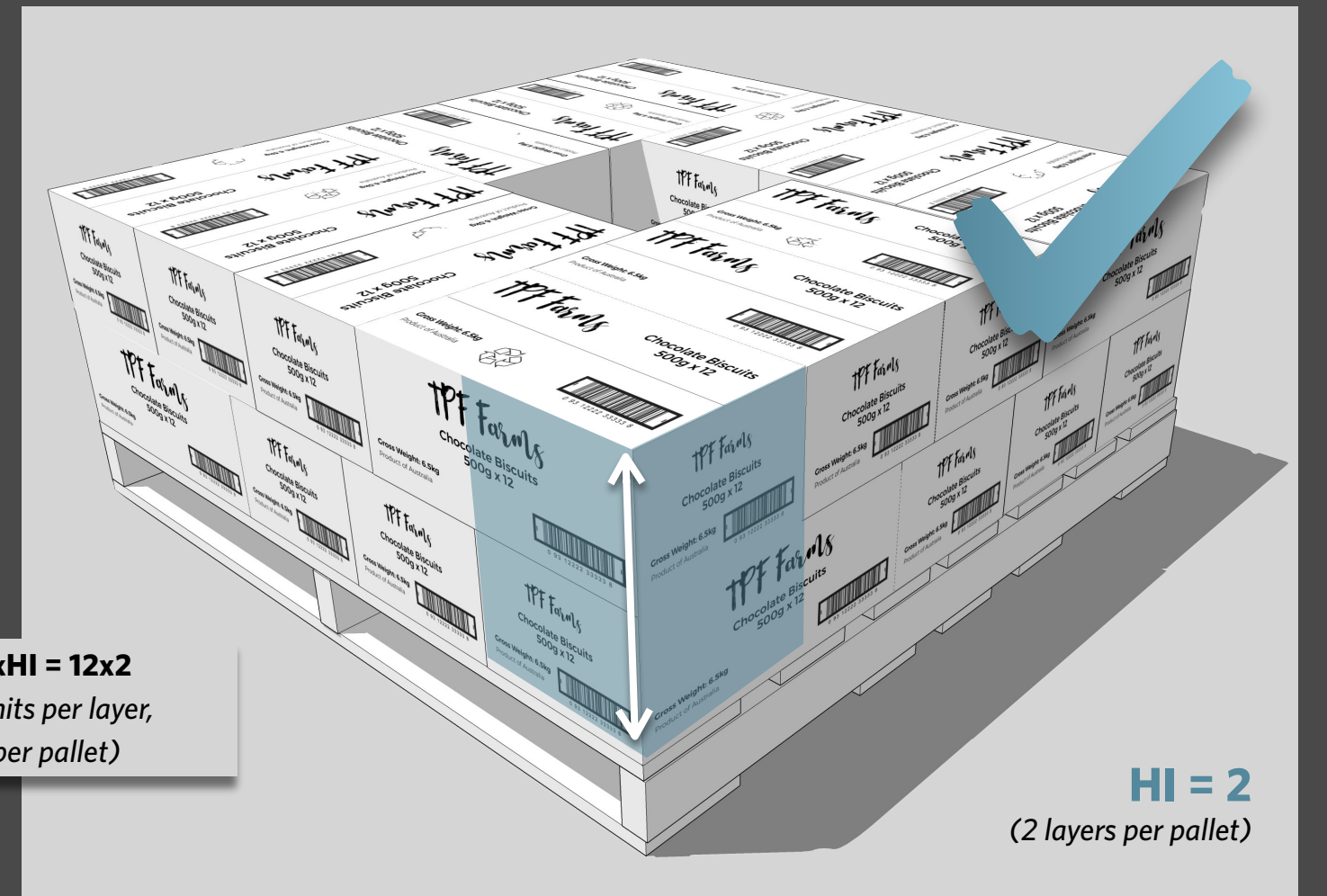
Retailer DCs use a calculation of the pallet height — based on the expected TlxHI and trade unit dimensions — and direct pallets to be stored in racking accordingly; discrepancies between actual product/pallet and system information can lead to product and pallets falling from height.

* There may be selected instances in which a Retailer will order a lower HI (a shorter pallet) than in the standard pallet configuration — e.g. if a specific DC in the network cannot accommodate a pallet at the full TlxHI — but the TI (number of units per layer) will remain consistent.



TI = 12
(12 trade units per layer)

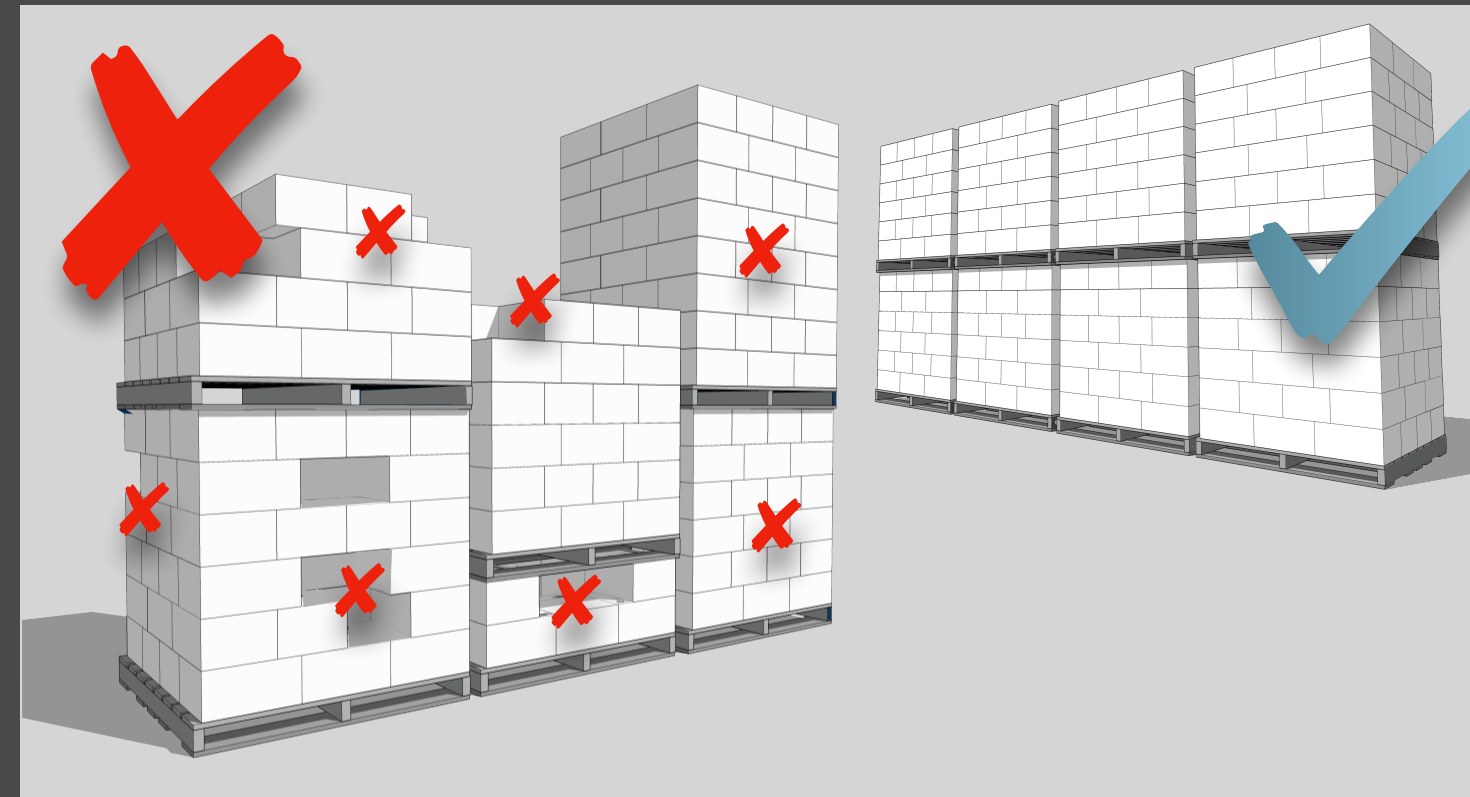
Pallet TlxHI = 12x2
(12 trade units per layer,
2 layers per pallet)



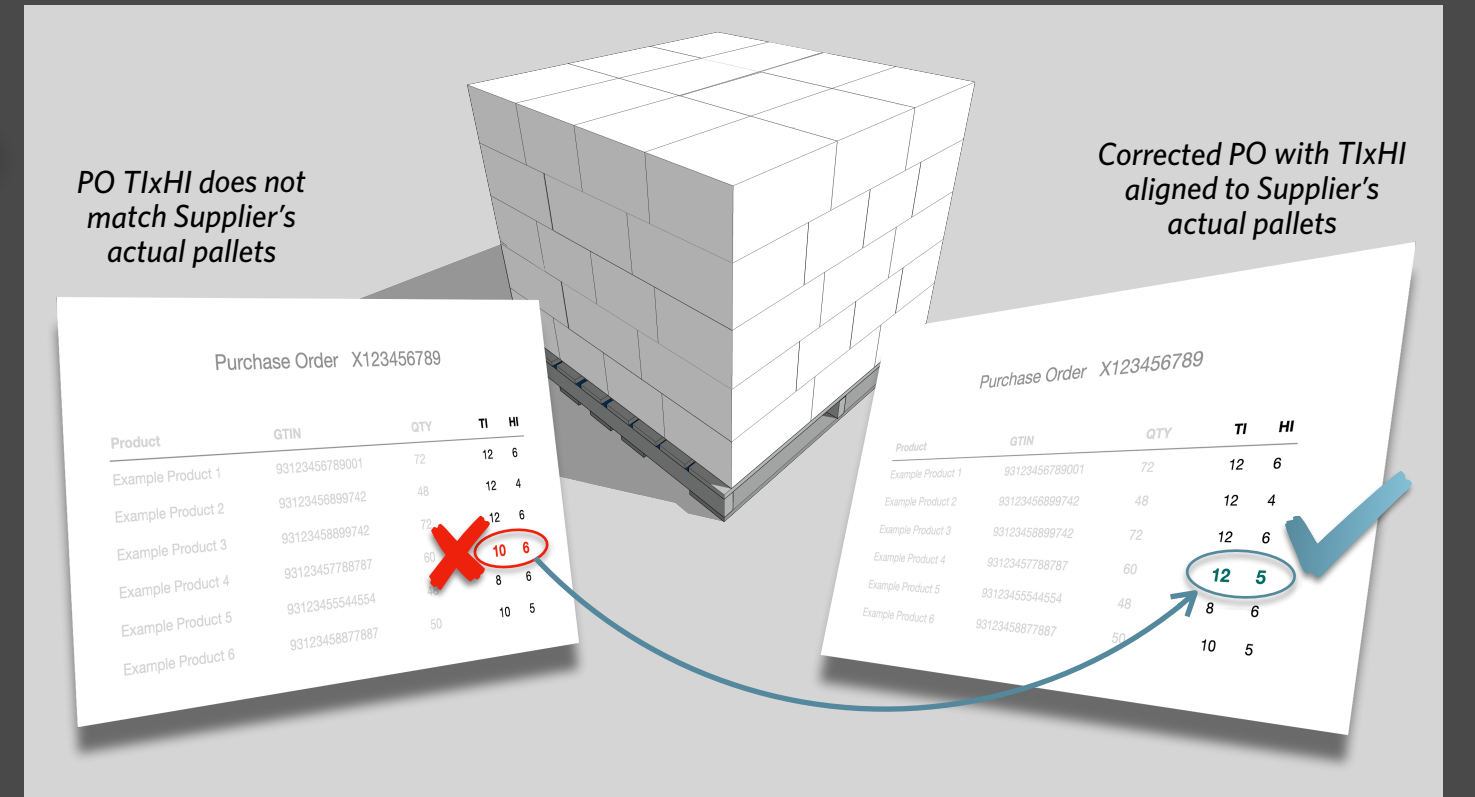
HI = 2
(2 layers per pallet)

The TI must reflect the number of trade units stacked on each layer of a pallet

The HI must reflect the standard/maximum* number of layers stacked on a pallet



TI must not vary between layers of a pallet or between pallets of the same product: TI must remain consistent across deliveries and align with the Retailers' systems



PO TlxHI does not match Supplier's actual pallets

Corrected PO with TlxHI aligned to Supplier's actual pallets

Purchase Order X123456789

Product	GTIN	QTY	TI	HI
Example Product 1	93123456789001	72	12	6
Example Product 2	93123456789012	48	12	4
Example Product 3	93123456789023	72	12	6
Example Product 4	93123456789034	8	10	5
Example Product 5	93123456789045	48	8	6
Example Product 6	93123456789056	10	10	5

Purchase Order X123456789

Product	GTIN	QTY	TI	HI
Example Product 1	93123456789001	72	12	6
Example Product 2	93123456789012	48	12	4
Example Product 3	93123456789023	72	12	6
Example Product 4	93123456789034	8	12	5
Example Product 5	93123456789045	48	8	6
Example Product 6	93123456789056	10	10	5

If an incorrect/misaligned TlxHI is identified on a received Purchase Order, contact the Retailer to amend system information, correcting future POs