

## GENERAL INFORMATION

To ensure a streamlined and consistent process for the handling of misdirected and damaged freight across the Service Center (SC) network, all Service Centers will track and manage cartons received that are designated for another location, have no identifiable destination, or are significantly damaged in-route. Once tracked, the Service Centers are responsible for the disposition of all affected freight.

### **Misdirected Freight**

During the shipping process, cartons are sometimes loaded to the incorrect location or have an unreadable or missing Carton ID (CID) label. Once these cartons (*misdirects*) arrive at a Service Center, an accurate count will be made, and all affected cartons will be placed in a designated SC staging area for further review.

### **Damaged Freight**

During the shipping and handling process, cartons can sometimes become damaged. This is defined as any visible damage to a carton that prevents the safe movement of the carton or its contents to its intended destination. (e.g. a carton is water damaged due to a trailer leak) Once these cartons (*damages*) are identified in a Service Center, they will be placed in a designated SC staging area for further review.

### **Dump Stores**

Each Service Center must have a designated *Dump Store*. A Dump Store is a retail store location that is responsible for receiving certain misdirected and damaged freight on behalf of the Service Center and manages the final disposition of that freight. The location of each Dump Store is decided upon by the Store Operations team.

## MISDIRECT & DAMAGE ROUTING

All misdirected cartons, whether loaded to the incorrect location or having an unreadable/missing CID, are logged on an SC *Misdirect Form*, which captures the trailer information and originating Distribution Center (Origin DC). Service Centers are then responsible for deciding where to send misdirected and damaged freight, using the criteria described below.

## **Returning Misdirects to Origin DC**

Each Service Center will partner with Transportation Management for approval to send certain misdirects back to the Origin DC, based on the following thresholds, **per trailer**:

- 30 or more misdirected cartons (across different stores)
- 2 or more misdirected wave boxes (across different stores)
- 1 misdirected wave box AND 15 or more cartons (across different stores)
- 15 or more misdirected cartons for the same store

Upon receipt, the Origin DC will then redirect this freight to the correct SC in a timely manner.

## **Sending Misdirects to a Dump Store**

Each Service Center will send certain misdirects to their designated Dump Store, based on the following thresholds, **per trailer**:

- Less than 30 misdirected cartons (across different stores)
- 1 misdirected wave box (across different stores)
- Less than 15 misdirected cartons for the same store

Upon receipt, the Dump Store will then accept this freight as their own, following all standard receiving steps and processing all merchandise to the sales floor. *Dump Store Management will not be notified when misdirects are included in their deliveries.*

## **Sending Damages to a Dump Store**

Each Service Center will log all damaged cartons and send them to their designated Dump Store on a regular basis.

Upon Receipt, the Dump Store will then accept this freight as their own, following all standard receiving steps, processing all salable merchandise to the sales floor, and processing all damages in accordance with the guidelines listed in this SOP. *Dump Store Management will not be notified when damages are included in their deliveries.*

## DAMAGE PROCESSING

All damaged freight must be assessed by the Dump Store to validate the safety and salability of the merchandise within. All salable merchandise should be processed to the sales floor. As damaged merchandise is found, it must be placed in the Damage Center for future processing OR processed in-the-moment, following all procedures outlined in the *Merchandise Damage Program SOP*.

As a reminder, all damaged items must be Marked Out Of Stock (MOOS) and placed in the appropriate trash stream (trash receptacle, hazardous waste container, recycling toter, or salvage carton). Be sure to follow all local, state, and/or federal recycling and waste disposal guidelines that may apply to your store location. As well, always dispose of hazardous items in accordance with TJX Hazardous/Regulated Waste Guidelines and ensure they are not placed in regular store trash or recycling bins.

## DUMP STORE LOCATIONS

The locations listed below have been designated as a Dump Store, per each Service Center. Please contact your District Manager with any further questions related to the Dump Store selection process.

Service Center	SC Format	Designated Dump Store
New England	Floor-Loaded	0109 South Portland, ME
Chicago	Floor-Loaded	0053 Wheaton, IL
Minneapolis	Floor-Loaded	0101 St. Cloud, MN
Pennsylvania	Floor-Loaded	0074 Moorestown, NJ
Denver	Pallet-Loaded	0041 South Denver, CO
Seattle	Pallet-Loaded	0055 Bellingham, WA

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