

Ross Stores – Sizing Audits

Weekday and Time Parameters are Not Negotiable
Online shop reports must be submitted within 12 hours of completing the visit!
You cannot conduct more than 1 shop of any type at the same location on the same day!

You may conduct only 3 consecutive sizing audits at any Ross location. If you have completed 3 consecutive audits, you will need to wait 3 more rounds before being eligible again for that particular location. If you have questions concerning this rotation, contact your Project Coordinator.

Your assigned daypart is very important! You DO NOT have to visit at the exact time you chose online, as long as you enter during the time frame noted on your assigned visit.

To qualify for this opportunity you must:

1. Not be a current or past Ross Store employee.
2. Not have a friend or relative employed by Ross Stores.
3. Not be involved in a dispute with Ross Stores, legal or otherwise.
4. Pass the sizing audit quiz with a score of 100%.
5. Not have a criminal history.

Use this link to access the quiz: <http://sizingquiz.jancyn.com>. You will need your shopper ID number which can be found on your home page when you login. Note - each shopper only has to pass the quiz once. If you have not passed the quiz with 100%, the system will direct you to take the quiz prior to accepting the assignment online.

We CANNOT accept an evaluation under any of the following circumstances:

1. If your shop is received late.
2. If you do not complete the shop fully.
3. If you provide inaccurate or incomplete information, such as auditing the wrong categories, visiting the wrong store, neglecting to provide a manager's name, or failing to provide a photo if one is required.

ROSS STORES, INC., a Fortune 500 and NASDAQ 100 (ROST) company headquartered in Pleasanton, California, is the nation's second largest off-price company. Ross Stores offers first-quality, in-season, name brand and designer apparel, accessories, footwear and home fashions for the entire family at everyday savings of 20 to 60 percent off department and specialty store regular prices. Ross's Customer Service goal is to provide a pleasant, easy-to-shop atmosphere while maintaining low prices by controlling costs.

The purpose of these audits is to evaluate how well each store is maintaining their merchandise. Clothing items that are hung in the wrong place, either in a different size or different department will not be found by a shopper searching for that item. Ross conducts these random audits to track the effectiveness of store employees in organizing merchandise. Accuracy is very important to the client and their employees.

Shop Guidelines

**** IMPORTANT! ****

If any category contains 7 or more mis-sized items, you MUST take and attach one photo of the category with the most mis-sized pieces. Please photograph an area of the rack which contains at least one mis-sized piece and clearly shows the size section and category in which problems were found. If your shop is missing the required photo, we cannot accept your shop.

Before the Audit

- **Download and print the list of categories** attached to your visit under **FILES YOU NEED**. Make sure to take your printed list of categories with you to the store to record your observations. **DO NOT REUSE AN OLD CATEGORY LIST -- THEY CHANGE EVERY ROUND! They also may change from location to location in a single month.**

- The current list will be titled something like "**Sizing Audit Categories – Aug-Sep Round 5, Survey 1**". Be aware that there are 3 different survey forms for each round, each with different categories to audit. **Each store is assigned one of the 3 survey forms and it is important to ensure that you have the correct one for your location.**

- Check the address of your location. Many cities have more than one Ross store. Be sure you evaluate the correct one. **LOCATIONS WITHIN THE SAME CITY MAY BE ASSIGNED A DIFFERENT SURVEY NUMBER. IF YOU HAVE MORE THAN ONE LOCATION, DO NOT ASSUME THAT YOU CAN PRINT ONE CATEGORY LIST AND USE IT FOR ALL OF YOUR LOCATIONS!**

- While most audits are completed in less than 1 hour, give yourself at least 2 hours to complete the audit as it is not acceptable to leave the store and return at a later time to complete the audit process.

Report Entry

Reports are due within 12 hours of leaving the store. If you finish the audit at 5 pm, you must enter your results by 5 am the following morning. Contact your Project Coordinator if you are going to be late entering the report for any reason!

Technical Issues

- After submitting your report, you should immediately receive a confirmation screen with a 6-digit confirmation number. Print this screen and save it for your records. **If you do not see this screen with the confirmation number, your report HAS NOT been submitted.** If you saved your work, contact your Project Coordinator and let them know that you have saved your work but had trouble submitting. If you did not save your work, return to the report form and re-enter the information. Use the SAVE MY WORK FOR NOW button at the top of the screen before submitting. After submitting again, if you still don't receive a confirmation number, contact your Project Coordinator to let them know it is saved.

- If you are unsure whether your report was submitted, return to your home page. **If the visit is still listed on your home page, the report HAS NOT been submitted.** Once the report is submitted successfully, the visit will be removed from your home page and will show up on your completed visits list.

Shopper Payments

- Shopper payments are made via PayPal only. You will be notified via e-mail when your payment has been sent to PayPal. Payments will be made within 5-6 weeks from successful submission of a valid shop. Be sure to save your notes for 45 days following shop submission.

CONDUCTING THE AUDIT - CLIENT REQUIREMENTS

Overview

- You will count and size merchandise in 5 categories, reviewing 100 items in each category for a total of 500 items, using the back-up category only if needed.
- You will identify the name of the Store Manager by locating the sign or asking an employee.
- Record one SKU number from each category audited.

General

- Accuracy is critical to our client. Be as accurate as possible without giving yourself away. Remember, store personnel have the ability to review video surveillance.
- Please be discreet when recording your sizing counts.
- Shoppers must perform all duties of the sizing audit on their own. It is not acceptable to allow other people to assist you with the auditing tasks. It is acceptable for small children to accompany you as long as they are not distracting you from your work.
- Shopper must complete the audit during one visit. While most audits are completed in less than 1 hour, give yourself at least 2 hours to complete the audit as it is not acceptable to leave the store and return at a later time to complete the audit process.
- **Do not** volunteer your role as an auditor or announce yourself when you enter the store. Simply begin your audit. If approached by a store employee, NEVER reveal the categories you will be auditing and NEVER reveal the results of your audit!!
- If you are offered assistance by a manager or employee, politely decline. You must complete all audit procedures yourself. If you have questions about the audit procedures, do NOT ask any store employees. You may only ask questions of your project coordinator. Please review the audit procedures and instructions thoroughly and email your questions at least 24 hours prior to the date of your audit in order to give your project coordinator sufficient time to respond.
- Call or email your project coordinator with any questions.
- When accepting the job online, you will be asked for the date and time you plan to visit the location.
- If your schedule changes and you cannot conduct the evaluation on the date and timeframe you chose, you must reschedule the date of your audit online. If you cannot complete the rescheduling online, contact the Project Coordinator with a request to reschedule. Include the 4-digit location number or full address, city and state of the Ross location along with your preferred shop date and a few alternative dates. DO NOT complete the sizing audit on a different date or time until you have successfully rescheduled the date online or received written notification from the Project Coordinator that your audit has been rescheduled.

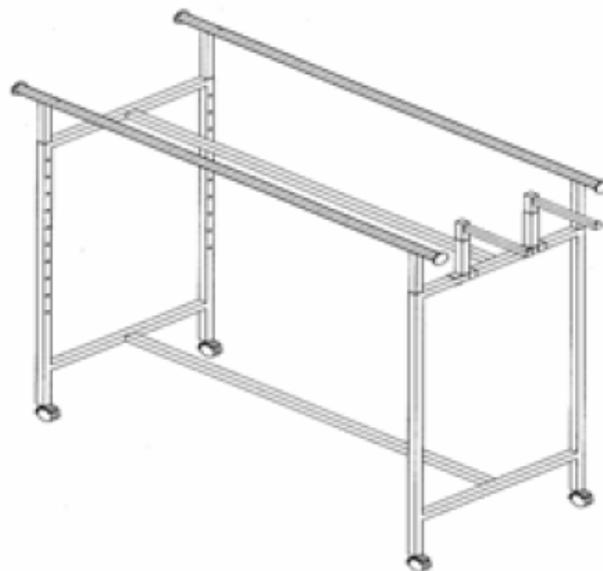
Counting

- During this audit, you will count 100 units of merchandise in 5 pre-determined categories checking each garment to make sure it is located in the correct department and it is sized correctly. Start by checking the Division number on the Ross ticket to determine if the garment is placed in the correct department, and then check the Size on the ticket to ensure it is sized correctly. If there is no size printed on the Ross ticket look inside the garment to determine the size, if there is no size in the garment skip that unit and move to the next one.
- **If in doubt about an item, ALWAYS err in favor of the store and do NOT count it as mis-sized!**
- Before checking the sizing, just be sure to review and understand the sizing chart that is provided on your category list. For instance, a Ladies top may be marked "S" on the ticket, and yet the sizing paddles on the rack indicate that you are in size "4/6." When you check the Size Conversion chart that is provided, you will see that a size "S" belongs with "4/6" and thus is sized correctly.
- Before you begin counting a rack, always look at the category identified on the category list. If we ask for Women's World tops, then be careful not to start counting the first tops you locate, as you may be in the wrong department (i.e. Ladies Tops). Each category has a division number and this will help you locate the correct department. This division number is on the category list and is also printed on the Ross price ticket.

- Store employees will be working throughout the store. If they are working in the category you are to size, please skip to the next category and return to this category later in the audit. If they are still working there, use the back-up category instead.
- If you cannot find a specific category, ask an employee where it is located.
- Also be aware that several types of items can be included on the rack. Check for the category paddles shown below to determine if you are counting in the right type. If you do not see the category paddle or the different categories are mixed together on the rack, please note this in your comments.

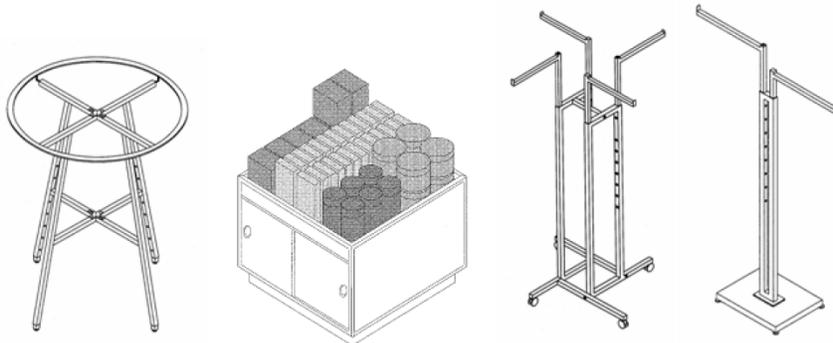


- **Count 100 units each in category 1-5**, recording this count in the area titled “# Counted _____” under the corresponding category. If a category does not have 100 units available to count, you must make up the missing units in the backup category. **Do not count/size the back-up category until you have counted/sized all 1-5 regular categories.** Your total count must equal 500 (For example, if there are only 90 units in your first category, but 100 in each of the remaining four categories, which gives you a total of 490 units. You will need to then count/size 10 units from the back-up category to reach your total of 500). If you have counted the regular categories and back-up category, and you still do not have 500 items, it is acceptable to count more than 100 items in any of the assigned categories to make up the number you are short.
- **IMPORTANT: Check the sizing only on the "long" racks that are located within each Department OR on rails on the wall in that same Department.**



- **Do not audit Designer/Contemporary racks.** Designer is defined as a designer/name-brand, such as Liz Claiborne or DKNY. There are no size paddles in this area. Instead, the paddles have designer brand names on them and all sizes are mixed.

- **NEVER** attempt to check a feature rack, end caps, four-way racks or promotional tables.



- **“Face-Outs”**: Note the merchandise under the MENS sign in the photo on the right. If shirts are displayed on the “face out”, **DO NOT size merchandise displayed in this manner.**



- **Do not audit Clearance racks.** However, if clearance items are found within your assigned category and are the correct division, type and size, this is okay and should NOT be counted as mis-sized.
- Sometimes you will find that you will count slightly more or less than the designated quantity on the shopping form in order to stop at a "natural breaking point," (like the end of a size or the end of the rack). This is OKAY! You will make up any missed units in the back-up category.
- If you start at the beginning of a size and counting the designated number of garments takes you past the end of that size and into the **NEXT** size, this is okay.
- If you notice that the sizing Paddles are missing in the category you are sizing, move to an area of that category where the sizing paddles are in place. **(Sizing Paddles are hung on the racks between sizes. These are not the same as the nubs on the hangers.)**
- Mark the spot where the quantity of items being tested ends. (The easiest way to do this is to push the merchandise apart at that point, leaving a four to six inch gap on the rack. You can also bring a small clothes pin and attach it to the hanger of the last item, or place a memorable item at the end.)
- Go back to the beginning of the rack and look at EACH garment in the test group that you have just counted and separated. Find the size of the garment on the Ross price tag to determine if the garment is in the correct area for its size. Count the number of items that you find within the designated area that are NOT in the correct place (for example: Mediums mixed in with the Small or a size 4 in Large).

- **Do not average!** Do not count 10 pieces of merchandise, find there are 2 pieces missing, and assume there will be an average of 20 pieces mis-sized for 100 pieces counted. This

DID YOU KNOW?

It's easy to find both the size and the division number on the new price tickets! (The division is the section where the merchandise goes on the sales floor.)

The size number appears next to the word "Size," right under the "Ross" logo. The division number appears next to an abbreviation for the division, right above the SKU number. The size number is bigger and higher on the ticket. The division number is smaller and lower on the ticket.

ROSS

Size **XXL**

D1277 C9210

40000798002

COMPARE AT \$16.00

ROSS PRICE \$17.00

15 MN

Hang this in the **XXL** range in division 15 (MN=Men's).

ROSS

Size **8**

D1188 C1021

40000565583

COMPARE AT \$16.00

ROSS PRICE \$12.99

10 MS

Hang this in the **size 8** range in division 10 (MS=Misses).

4/3/2005

method of counting is not allowed. Remember, the store can review the video tapes and may review your audit.

- **Do not conduct the sizing audit by looking at the colored nubs (rings) on the hangers.** Look first at the Ross price ticket. If you don't see a size printed on it, look inside the garment for the size. **If you can't find a size anywhere in the garment, skip it and move to the next piece. Do not count these items as mis-sized.**
- If the **price ticket is mislabeled**, use your best judgment to determine if that garment belongs on the rack. For example, if you are checking junior's blouses and you see a description on the price ticket of a blouse that says "ladies casual pants," this obviously is an error. Check the size in the blouse to see if it is in the correct size section and if so, **do not** count it as mis-sized. If you are unsure, skip the garment and move on.
- Do **NOT** use the product description on the price tag to determine if the garment is in the correct area. Do NOT consider the color of the ticket when determining if the garment is in the correct division. For example, if you are looking at a small top hanging in the small section of Ladies active tops (Div 10), but the description on the price tag says Outerwear (Div 10), you would NOT count this as mis-sized. The garment is a top and is hanging in the correct division (Div 10) and correct size section.
- **Don't count merchandise dumped by customers -- usually at the end of a rack. Skip and start your count in another size of the category.**
- If you see European sizes for example (29 Juniors bottoms) please skip and continue counting regular sizes.
- **Do not** count empty hangers as mis-sized items.
- X-Small sizes may be mixed with Small. This is correct if there is no X-Small sizing rings.
- Garments at the extreme ends of the size ranges are considered "**fringe**" sizes. For example, "size 2" Ladies sportswear, and "size 50" men's pants are "fringe" sizes. These items will be sized in the appropriate closest size on the rack. For instance, size 2 Ladies sportswear items may be mixed with the "3/4" size range, and are NOT out of place. Size 50 men's pants may be mixed with size 48 size range and are NOT out of place.
- When testing sizing in ANY department, you may find items that are "**One Size Fits All**". The ROSS price tag may say "OS", or "O/S". This merchandise is allowed to be placed in ALL sizes within a category, and will NEVER be counted as "mis-sized."
- If you discover items from the same department for the same "body part" (tops or bottoms) and with the same division number and sized correctly, **DO NOT** count these as Mis-Sized. Tops can be hung with other tops, bottoms can be hung with other bottoms.
 - **FOR EXAMPLE: If you find Ladies Skirts (Div 10) mixed with Ladies Denim (Div 10), the merchandise would NOT be counted as Mis-sized as long as they are the same division number and hung in the correct size section. Either is acceptable as a Ladies Bottoms (Div 10) item.**

WHAT QUALIFIES AS A MIS-SIZED ITEM:

- Every item should be checked for the division number (department), clothing type (top or bottom), and size. Items in the wrong size section, OR on the wrong rack, are counted as mis-sized.
- If you discover a piece of merchandise in a section that has a different division number, you will count that as "Mis-Sized".
 - **FOR EXAMPLE: A Women's World Top (Div 12) mixed in with the Ladies Tops (Div 10) would be counted as Mis-Sized because the Division Number is different.**
- If you discover a piece of merchandise in a section that is from the same department with the same division number, but is not a like item (i.e. bottom with tops), you will count it as Mis-Sized.
 - **FOR EXAMPLE: A Junior's skirt (Div 14) mixed in with Junior's blouses (Div 14) would be counted as mis-sized. Tops and bottoms should not be on the same rack!**
- Keep track of the mis-sized units in each category and record the total number of mis-sized in the area titled **"# Mis-sized _____"** on the category list. **If you find more than 7 mis-sized items in any one category, make note of the type of mis-sized items you found (i.e., Small in the Large section, blouses with pants, ladies clothing in the men's section). You will need to enter this information in the shop.**

Comment Fields

If you find 7 or more mis-sized items in any one section, you will be required to describe the types of mis-sized items you found. FOR EXAMPLE:

Comment Example: "Out of the 33 mis-sized items in Junior's Denim Jeans (Div. 14), approximately half were small jeans in the medium section. The other half was ladies jeans (Div. 10), junior blouses (Div. 14) and children's clothing that did not belong on this rack."

The comment field at the end of the report is only for reporting unusual circumstances that affected your audit. The majority of audits will not require any comments in this field. Situations that you should report include are:

- **Being approached by a manager or employee and identified as the auditor**
- **Inability to audit a particular section due to employee's working in that section, any discrepancies in signage and garments on racks (i.e., rack labeled Junior's skirts, but containing juniors pants).**

If you are unsure whether or not to include the information, err on the side of caution and include the comments so that we don't need to contact you!

SKU Numbers

You must record one SKU number from each category. You will record this in the area below the category name on the category list that you have printed. The SKU # is the number on the Ross price ticket and **always begins with a 4.** Example: Misses bottoms 400153705558. Some price tickets may be found

on either the neck or sleeve of the garment. You should look in both areas. There may be more than one SKU number represented in the 100 units for a particular category; however, you only need to record one for each category. The SKU number may be printed in the center of the ticket or along the side.

SKU number



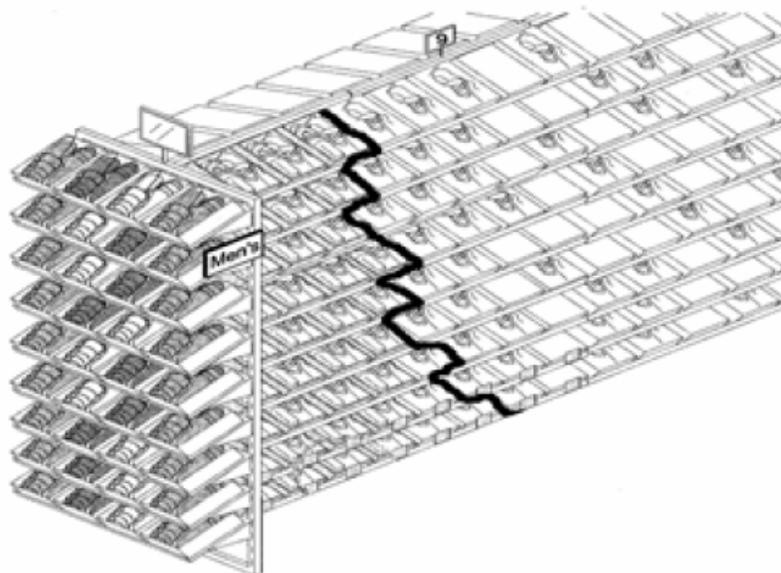
Manager's Name

- You must record the manager's name that is posted in the front of the store, usually by the service/return desk. If you cannot find this information on your own, ask an employee for the name of the manager on duty or ask to speak to the manager. **YOU MUST INCLUDE THE NAME OR DESCRIPTION OF THE EMPLOYEE WHO PROVIDED THE MANAGER'S NAME IN YOUR REPORT!**
- If you have to ask for the manager's name, ask a simple question to make your request more natural. You might inquire about application procedures or ask when they will receive more of a specific item in stock.
- If an employee refuses to provide the manager's name, make a note of their name and description and include this information in your report.
- It is **NOT** acceptable to call the store to ask for the manager's name.

Instructions for Specific Categories

Shoes

- Our shoe displays are from 8-11 shelves high and from 10-25' long. Sizing goes from left to right, and "snakes" around from the end of one rack to the beginning of the next.



- The line at which one size ends and the next size begins is seldom a straight line from the top of the fixture to the bottom; more often it will be an uneven line as shown in the diagram, and this is appropriate. Once you discover where the size ends and the next size begins, you should find **NO MORE** shoes of the first size mingled in with the next size (**half sizes may be mingled in with whole**

sizes). i.e. 6 ½ or 7 ½ mixed with 7's is acceptable. Likewise, both 7 and 8 can be mixed with 7 ½. Do not count as mis-sized.

- It is okay to have athletic shoes and dress/casual shoes mixed. We are only interested in knowing if the actual shoe size is in the right place.
- Do not size the end caps or hanging slippers or flip flops.

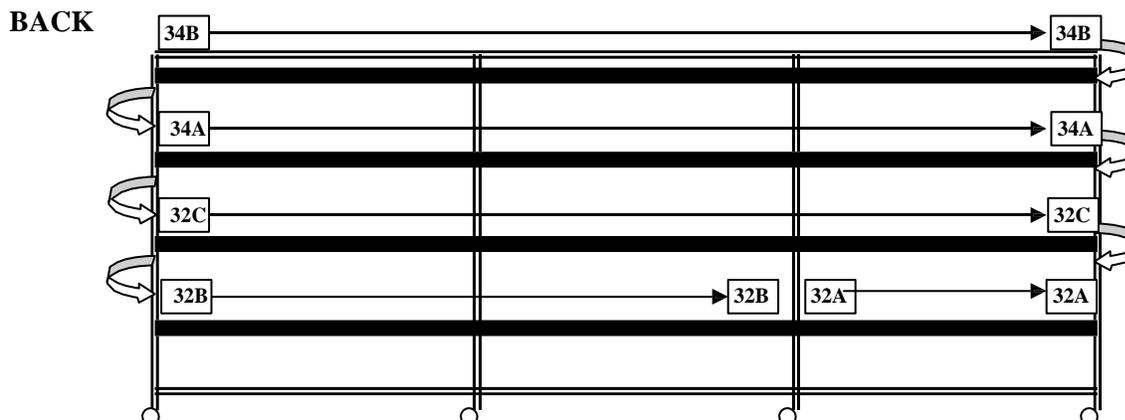
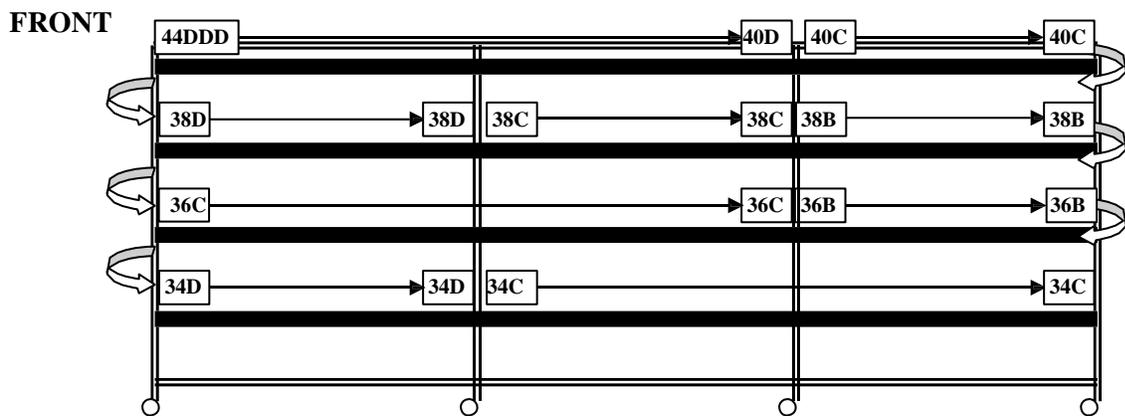
Children's Department

- You must be very careful when reviewing sizing. Girls merchandise comes in "little girls" (sizes 2T - 6X), and "big girls" (sizes 7-16). BOTH of these come in sizes "Small / Medium / Large / Extra Large". Because of this, a "Small" could be either a size 4 -4T OR a size 7-8. If you have any questions, refer to the sizing conversion charts provided on your download.

Bras

- Starting on the top bar, bras are sized left to right, from the largest sizes to the smallest (size 44 through 32).
- Within each numerical size, bras are merchandised by cup size (D through A).

Relative space per size may vary by store.

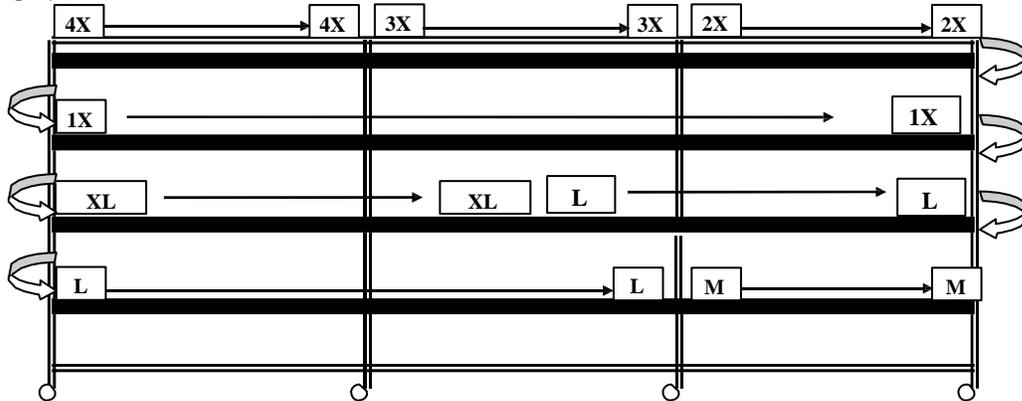


Panties

- Starting on the top bar, panties are sized left to right, from the largest sizes to the smallest: 4X, 3X, 2X, 1X, XL, L, M, S, XS.

Relative space per size may vary by store.

FRONT



BACK

