

CLAIMS PROCESS

FOR

VENDORS

19/03/2014

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Below are our requirements and provides information surrounding what you can expect from us as part of our own investigations and support in resolving any outstanding credit notes and disputed/declined claims.

CREDIT NOTES DOCUMENTATION

When a credit note is issued in respect of a claim, whether this be a returns order or a credit note request, **it is crucial to our process that our 10 digit claim number (which starts with 510...) is quoted on the credit note.** Without this detail it is extremely difficult for us to identify what the credit relates to. This means more enquiries from our payments team and will delay the credits appearing on your Foodstuffs statement.

DISPUTED/DECLINED CLAIMS PROCESS

Pricing Claims

When an invoice is issued for a purchase order the price charged must be the price stated on our purchase order (price on the date the purchase order was placed), **not** the price of the goods at the date the goods were delivered or the price of the goods on the invoice date. Should you for any reason not charge the price agreed on the purchase order you will need to contact the relevant Buyer at Foodstuffs South Island or the Store that the purchase order was created for. Purchase orders placed before the effective date of any due price increase must be charged at the price of the goods when the order was placed.

Goods Charged Not Ordered

In the event that an invoice contains charge(s) for goods which were not on the purchase order and subsequently returned:

- You will be notified in writing and request that the invoice be **credited in full.**
- A new Invoice must be issued (minus the charge for the incorrect articles).
- If you have already issued a credit note for the incorrect items against the invoice, then the credit note will also be returned and this will need to be cancelled.

Goods Received Not Ordered

If goods are delivered and were not ordered, or an alternative product is sent and these items are not required:

- The goods will either be returned to you along with a notification of discrepancy or a discrepancy will be provided requesting this product be uplifted.
- **Do not raise a credit note** upon receipt of the Notification of Product Discrepancy as this document is an advice only. If necessary an official Credit Note Request (claim for credit) will follow in due course.

Decline/ Dispute of a Notification for Credit Note Request

In the event that a credit note request is raised for pricing or quantity, or a returns purchase

order created, a notification will be supplied requesting a credit note. Should you wish to decline or dispute this request, we ask that for:

- Distribution Centre & Trent's declines/disputes be sent to the following address:
Claims Resolution Clerk
Invoice Verification Department
Private Bag 4705
Christchurch 8140
- SAP Retail Stores declines/disputes be sent to:
Charge Through Department
PO Box 826
Dunedin 9054

For each of these please also;

- Provide a detailed written response outlining the product(s) and amount(s) that are being declined or disputed and the reason why you are declining/disputing the claim.
- Advise Foodstuffs Accounts Payable Department that notification of dispute/decline has been sent and the date the notification was sent.
- Notification **must be provided within 90 working days** from the date the credit note request was raised/deducted from your statement.
- Failure to respond appropriately within a period of 90 days from the date the credit note request was raised (i.e. deducted from your Foodstuffs statement) will result in a notification from the Disputed Claims Clerk that no investigation or cancellation will be processed for this claim. Subsequent action may result should the claim still remain unresolved.

Investigation process

When a notification for dispute/decline is received:

- The details are recorded so as to monitor ongoing progress.
- Store related declines/disputed are forwarded to the relevant store for investigation –communication to substantiate the validity of the claim lies solely between the store and the Vendor.
- Foodstuffs items are investigated by the disputed claims clerk who will verify Foodstuffs price/quantity to the details provided by the vendor.
- When complete the Disputed Claims Clerk will provide a full explanation to the vendor of our findings and request any appropriate action to be taken:

1. The claim is valid and a credit note is still required
2. The claim has been cancelled and no further action is required

DISTRIBUTION CENTRES/TRENDS

Disputed Proforma Credit Claims Distribution Centres & Trends

In the event that you receive a Proforma Credit Claim and would like to decline or dispute this claim the person to contact on the Proforma Credit Claim irrespective of the Branch is the contact person and phone number documented on middle right hand side of the claim. Proforma Credit Claims are raised by the warehouse for returned, damaged or dated product and deleted lines at the authority of the Buyer or Trent's Branch Manager.

Notification of Product Discrepancy (Stock Rejection, Held and Discrepancy) – Distribution Centres & Trends

If a consignment or delivery is found to have a discrepancy within 24 hours of arrival, the following steps should be followed:

- If discrepancies are found while unloading, they will be noted on the packing slip and/or consignment note documentation.
- If the error is found after the delivery vehicle has left then a discrepancy will be sent directly to the supplier by fax or e-mail.
- If the discrepancy requires uplifting of stock, it will be held in an assigned and secure location and should be uplifted within 5 working days.
- Should the stock not be picked up within 5 working days, then a second e-mail or fax will be sent and an additional 5 working days will be given for the stock to be uplifted.
- If stock has not been uplifted on the 11th working day from the original discrepancy was sent then Foodstuffs South Island reserves the right to dispose of these items - Final notification of stock disposal will be sent to the appropriate supplier.
- All discrepancy documentation will be kept on file for a minimum of 3 months from delivery date.
- All consignments will be signed as "S.T.C" subject to counts.

DISPUTED CLAIMS for Charge Through Department SAP Retail Store Orders

The paperwork for all declined/disputed claims for our SAP Retail stores should be sent to our Charge Through department in Dunedin. If you wish to discuss the claim details prior to lodging an official dispute/decline the store should be contacted directly. The store on which the claim was raised is quoted on the actual claim document.

CONTACTS

Disputed Claims for Distribution Centres and Trent's Orders

Yvonne Shaw

TEL (03) 353 9216

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Disputed Claims for SAP Retail Stores

Carol Willocks

TEL (03) 466 4122

FAX (03) 455 6420

E-Mail Carol.Willocks@foodstuffs-si.co.nz

Any queries regarding the disputed/declined claim process should be forwarded to

Evie McMullan

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FAX (03) 455 6420

E-Mail Evie.Mcmullan@foodstuffs-si.co.nz