

Janis Auyang

From: Amy Neuman <Amy.Neuman@kohls.com>
Sent: Sunday, November 17, 2019 8:33 PM
To: Kari Wittig
Subject: Fwd: Pending Vendor Compliance Charges - E & E

Follow Up Flag: Follow up
Flag Status: Flagged

FYI - see below.

Amy Neuman | Senior Buyer - Fashion Bedding

 amy.neuman@kohls.com

 N56 W17000 Ridgewood Drive, Menomonee Falls, WI 53051

262-703-1264



----- Forwarded message -----

From: Amanda Dykes <amanda.dykes@kohls.com>
Date: Fri, Nov 15, 2019 at 12:01 PM
Subject: Re: Pending Vendor Compliance Charges - E & E
To: Amy Neuman <Amy.Neuman@kohls.com>
Cc: Liberty Ewald <liberty.ewald@kohls.com>

Hi Amy -

Can the vendor dispute these and use your email as evidence so we can get these reversed. What happened here is the charges I sent you were for not shipping then these were for once they did they short shipped.

Thanks!

Amanda Dykes

Supply Chain Executive - Supply Chain Services

 262-703-3784 |  amanda.dykes@kohls.com



On Fri, Nov 15, 2019 at 11:44 AM Amy Neuman <Amy.Neuman@kohls.com> wrote:
 This makes sense. I'm going to ask that we reverse as we are working on a global negotiation for this issue.
 Can you confirm?

Thanks,

Amy Neuman | Senior Buyer - Fashion Bedding



amy.neuman@kohls.com



N56 W17000 Ridgewood Drive, Menomonee Falls, WI 53051

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On Fri, Nov 15, 2019 at 9:53 AM Liberty Ewald <liberty.ewald@kohls.com> wrote:
 +[Amanda Dykes](#) It appears more Fill Rate charges have been assessed against E & E for their customs issues.

CB 9441737 \$2,962.44

CB 9441729 \$634.83

Amy- The initial charges were waived due to the amount being > \$10K, therefore triggering Amanda to reach out for approval prior to passing. Because these recent ones were at a lower dollar amount, they just auto passed. I hope this clarifies it.

Thanks,
 Libby

On Thu, Nov 14, 2019 at 5:58 PM Amy Neuman <Amy.Neuman@kohls.com> wrote:
 This was the same program....I had assumed all charges would be waived.

Amy Neuman | Senior Buyer - Fashion Bedding



amy.neuman@kohls.com



N56 W17000 Ridgewood Drive, Menomonee Falls, WI 53051

262-703-1264



----- Forwarded message -----

From: **Amanda Dykes** <amanda.dykes@kohls.com>
Date: Wed, Oct 23, 2019 at 12:56 PM
Subject: Re: Pending Vendor Compliance Charges - E & E
To: Amy Neuman <Amy.Neuman@kohls.com>

Okay great, I will deny these charges.

Keep me in the loop on any other issues or if help is needed, thanks!

Amanda Dykes

Supply Chain Executive - Supply Chain Services



262-703-3784



amanda.dykes@kohls.com



On Wed, Oct 23, 2019 at 12:54 PM Amy Neuman <Amy.Neuman@kohls.com> wrote:

We do not believe so. They diverted the next orders to a different port, and those seem to be flowing through no problem.

Thanks,

Amy Neuman | Senior Buyer - Fashion Bedding



amy.neuman@kohls.com



N56 W17000 Ridgewood Drive, Menomonee Falls, WI 53051

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On Wed, Oct 23, 2019 at 12:27 PM Amanda Dykes <amanda.dykes@kohls.com> wrote:

Are there any other PO's that we may see similar issues on?

Amanda Dykes

Supply Chain Executive - Supply Chain Services



262-703-3784




amanda.dykes@kohls.com



On Wed, Oct 23, 2019 at 12:20 PM Amy Neuman <Amy.Neuman@kohls.com> wrote:
Understand customs is the responsibility of the vendor but the situation is very unique based on the makeup of the sheets.
I do not believe the team thought any units were going to make it through at all so they didn't realize there would be a fill rate issue.
We were also hoping the issue would get resolved, but as of today, customs is still holding those units.

Thanks,

Amy Neuman | Senior Buyer - Fashion Bedding

 amy.neuman@kohls.com

 N56 W17000 Ridgewood Drive, Menomonee Falls, WI 53051

262-703-1264



On Wed, Oct 23, 2019 at 11:05 AM Amanda Dykes <amanda.dykes@kohls.com> wrote:

Hi Amy -

Customs is the responsibility of the vendor, but if you are okay with the late units then we can deny these charges for fill rate.

In the future please add special instructions in cases such as this to exempt from fill rate or get us involved to help!

Are there any other PO's with similar issues?

Amanda Dykes

Supply Chain Executive - Supply Chain Services

 262-703-3784 |  amanda.dykes@kohls.com



On Tue, Oct 22, 2019 at 5:53 PM Amy Neuman <Amy.Neuman@kohls.com> wrote:
Hi, Amanda,

These styles got caught up in a customs hold. In fact, they are still on hold today. Many testing reports have been filed, but the vendor has not been able to get the containers yet. A few got through. We are working hand in hand with the vendor on this issue. Please, do not process these charges.

Thanks,

Amy Neuman | Senior Buyer - Fashion Bedding

 amy.neuman@kohls.com

 N56 W17000 Ridgewood Drive, Menomonee Falls, WI 53051

262-703-1264



On Tue, Oct 22, 2019 at 3:40 PM Amanda Dykes <amanda.dykes@kohls.com> wrote:
Hi Amy -

In an attempt to minimize buyer reversals and alleviate additional workload on you and your teams, I am now reaching out on auto charges (late shipment, fill rate) over \$10,000. What I need from you is to choose one of the following options and advise:

1. Process the charge to the vendor and \$ will go to your margin - If this option is chosen a reversal will not be considered.
2. Deny the charge and vendor will not be charged and you will not see those \$
3. Please advise by Monday, October 28th so that we can ensure these get processed before the month end.

These charges are for fill rate (you did not receive as you ordered by SKU):

PO#12417930 / Vendor E & E CO/ Charge \$16,301.18
PO#12417923 / Vendor E & E CO / Charge \$13,283.16

Amanda Dykes

Supply Chain Executive - Supply Chain Services

 262-703-3784 |  amanda.dykes@kohls.com



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Liberty Ewald

Logistics | Supply Chain Executive | Supply Chain Services
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Office: 262.704.1090



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