

Peter Lobo

From: kelly.fisher@hbc.com on behalf of Compliance Inquiries
Sent: Monday, December 23, 2019 2:17 PM
To: Peter Lobo
Subject: Re: FW: [EXTERNAL] Compliance Code : 328

the below has been reversed as a one time courtesy

Ecomm orders

9.4.1 Internet Packing Requirements – Soft Goods

- Ticket all merchandise with a vendor generated GTIN (UPC) or EAN barcode. The barcode must be visible through the polybag.
- The **recommended** GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1"X1/2").
- A GTIN (UPC) barcode must be placed on the outside of the polybag.
- Polybag markings of any kind must not cover the GTIN (UPC) barcode.
- No retail price should be listed on GTIN (UPC) or EAN ticket.
- All Master packs must contain one GTIN (UPC) per carton.
- Vendors must make every effort to ship pack by store merchandise in cartons that contain only one GTIN (UPC). In cases where there are too few units to put in a standard size carton, the excess of several different sizes and/or colors of the same item may be grouped together in a mixed carton. *A minimum of 4 units or more must be in its own carton.*
- If mixed cartons are necessary, the vendor must separate each section of a mixed carton with a layer of corrugate or paper.
- Merchandise must be packaged as an individual selling unit. Units sold in sets (Example: 2 pc ensemble), must be packed together in the same polybag.
- Infant 2 pc ensemble (newborn – 18 months), hangers are acceptable as long as the entire hanger fits inside the polybag.
- **Warning:** To avoid danger of suffocation, keep away from babies and children. Do not use in cribs, beds, carriages or playpens. Must be on all polybags thinner than 1 mil. **Avertissement:** Afin d'éviter tout risque d'étouffement, garder ce sac hors de la portée des bébés et des enfants. Ne pas le placer dans un berceau, un lit d'enfant, une poussette ou un parc. Cet avertissement doit être placé sur tous les sacs de polyéthylène de plus de 1 mil d'épaisseur.
- Polybags must be securely sealed, by either heat sealing or using clear wide tape.
- Polybags must not contain air holes/vent holes or pin holes.
Exception: All Leather, suede, and fur items should be covered with paper and shipped in

On Mon, Dec 23, 2019 at 2:10 PM Peter Lobo <p.lobo@jilacanada.com> wrote:

Hello,

We are still awaiting your confirmation for the reversal of these charges. It is almost the month-end / year-end and we need to close this chargeback.

Regards,

Peter A. Lobo

E L E Canada Co. Ltd.

(289) 851-1277; Ext. 232

p.lobo@jilacanada.com

From: Peter Lobo [mailto:p.lobo@jfacanada.com]
Sent: Wednesday, December 18, 2019 9:36 AM
To: 'Compliance Inquiries'
Subject: RE: [EXTERNAL] Compliance Code : 328

Hello,

Attached above is the 850 that shows that the whole order was marked for just one location, which is your main DC and not for individual stores.

Regards,

Peter A. Lobo

E.I.E. Canada Co. Ltd.

(289) 851-1277; Ext. 232

p.lobo@jfacanada.com

From: kelly.fisher@hbc.com [mailto:kelly.fisher@hbc.com] **On Behalf Of** Compliance Inquiries
Sent: Wednesday, December 18, 2019 9:26 AM
To: Peter Lobo
Subject: Re: [EXTERNAL] Compliance Code : 328

Hello,

can you please forward me the agreement?

thank you

On Wed, Dec 18, 2019 at 9:16 AM Peter Lobo <p.lobo@jfacanada.com> wrote:

Good morning,

With reference to the attached Compliance charge, this claim is Not Valid.

The reason being that we, as a vendor, are not directly responsible for shipping out items directly to Retail stores / E-Com locations. We ship only to your relevant DC's and they allocate quantities to the Retail stores / E-Com locations. As such, our cartons are not marked / printed differently for Retail stores and differently for E-Com locations.

As such, kindly reverse this charge and confirm, as we are a regular shipper and have never had this issue before.

Regards,

Peter A. Lobo

E. I. E. Canada Co. Ltd.

(289) 851-1277; Ext. 232

p.lobo@jlahomecanada.com

From: HBC [<mailto:compliance.inquiries@hbc.com>]

Sent: Wednesday, December 18, 2019 8:34 AM

To: p.lobo@jlahomecanada.com

Subject: Compliance is Charged; V#:58009; Vendor Name: CONSG E & E CAN; Claim #: VC 1156305 B

Company: The Bay Registration: 102699

Vendor: 58009-CONSG E & E CAN

Claim Number: VC 1156305 B

PO Number: 4150722

Compliance code: 328

Compliance Description: OTHER TICKET PROBLEMS

A compliance charge has been processed. Please review the details in IMS and ensure that the issue is addressed so that it does not occur going forward.

** NOTE: IMS now includes photos associated with compliance charges. To access photos, launch IMS and view compliance charge. Photos will appear on the bottom half of the screen.

If you have any queries regarding these issues, please email compliance.inquiries@hbc.com and ensure you quote the

Compliance code (s) that you are questioning in the subject of your email. This will allow us to direct your email to appropriate parties for quicker resolution and response.

* Please note vendors have 60 days to dispute a claim.

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You can access to the Inbound Management System (IMS) to see the photo evidence associated with each claim.

Your IMS administrator should have access. If not reach out to HBC auto Appt Team if access is needed.

Hbc.auto.appt@hbc.com

Vendor Compliance

compliance.inquiries@hbc.com

Key Links

Qlogitek website: <https://aas.qlogitek.com/aas/>

Vendor Compliance inquiries: compliance.inquiries@hbc.com

Vendor Logistics Manuals: <http://hbcediextranet.hbc.com>

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Your IMS administrator should have access. If not reach out to HBC auto Appt Team if access is needed.

Hbc.auto.appt@hbc.com

Vendor Compliance

compliance.inquiries@hbc.com

Key Links

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