



# **Big Lots Vendor Compliance – Changes Impacting Direct Import Vendors**

## **December 2023**

Effective with shipments received on or after February 4, 2024, Big Lots will begin enforcing the following Distribution Center (DC) receiving business rules for direct import shipments:

<b>Rule</b>	<b>Validation / Description</b>	<b>Amount</b>
ASN / Packing List items do not match what was received	ASN/Packing list items must match the shipment items	\$100 per occurrence
ASN / Packing List pack sizes do not match what was received	ASN/Packing list quantities must match the shipment quantities	\$100 per occurrence
ASN / Packing List quantities do not match what was received	ASN/Packing list pack sizes must match the shipment pack sizes	\$100 per occurrence
Freight was not properly palletized	Palletized merchandise must be in good condition, wrapped top to bottom, blocked and braced to prevent shifting, and SKUs segregated	\$35 per pallet
Freight was not properly floor loaded	Floor-loaded merchandise must be in good condition, loaded high and tight top to bottom to prevent shifting, and SKUs segregated	\$35 per incremental hour of labor
Cartons were not sealed / labeled according to the routing guide	Carton must be properly sealed and labeled to prevent product from being damaged in transit; cartons are of proper corrugate strength	\$0.50 per carton (\$100 minimum)
Pre-Ticketing Errors (already enforced via Pre-Ticketing Guide)	Vendor applied price tickets must be scannable, and scanned information must match the PO information	\$0.30 per ticket
UPC Errors	UPC barcode does not scan, is missing, or does not match the product	\$100 per occurrence

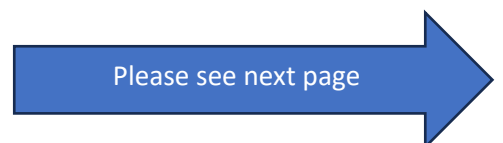
### **Verification Process**

DCs will report any issues to the Vendor Compliance Department. Any issue Vendor Compliance verifies to be valid will be assessed.

### **Notification Process**

All notifications will come from the Open Text Active Intelligence Vendor Compliance Portal via the e-mail address [no-reply@qxs.com](mailto:no-reply@qxs.com) or [no-reply@opentext.com](mailto:no-reply@opentext.com) . Big Lots will notify all users listed in the portal as the Primary Contact for their vendor. Additional contacts can be added by notifying the Vendor Compliance team at [vendorcompliancemanager@biglots.com](mailto:vendorcompliancemanager@biglots.com) and providing your vendor number.

The notification e-mail will list a “Foreign ID” value. The last six digits of this value will also appear on your Payment Remittance Advice from Accounts Payable. This will be your way of matching the e-mail notification to a deduction on your invoice.



## **Invoicing**

All approved charges will appear on the next Payment Remittance Advice sent by Accounts Payable. The charge on the Payment Remittance Advice will show a reference number beginning with the DC ID (869, 870, etc.) plus a nine digit number (ex: 874000135458). The last six digits make up the “Foreign ID” value noted on the previous page.

## **Vendor Review Process**

Vendors will have 90 days from the date the issue was created by the DC to dispute the issue. If you wish to dispute, do not wait until the deduction shows on your invoice. You must dispute within 90 days from the date the issue was created by the DC. **All disputes must take place in the Vendor Compliance portal.** Any dispute sent via e-mail will not be reviewed.

## **Deductions Issued by Yusen Logistics**

Yusen Logistics will continue to issue deductions for late booking, late shipping, light loading, incorrect FOB term, and non-compliant documentation. This process as outlined in Section 6.2 of the Big Lots Import Vendor Guide will remain the same and will not be impacted by the addition of the new deductions.

## **Questions**

Please contact the Vendor Compliance Department at [vendorcompliancemanager@biglots.com](mailto:vendorcompliancemanager@biglots.com) if you have questions about the changes to the Vendor Compliance program.