



Imports

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## JBS Imports Customer Claim Policy & Requirements

**Deduction Policy: customers have 90 days to deduct from time of invoice with a claim number and written documentation of why deducting. Outside of this a deduction will not be honored.**

**JBS intends to investigate all claims issues thoroughly and in a timely manner.**

Upon delivery of the product to your receiving destination, you must notify the JBS Claims Department of any seal discrepancies, incorrect case counts, temperature issues, box damage, or refused product within 6 hours of delivery receipt and require driver verification. Weekend deliveries must be reported by noon on Monday. No claim will be considered if not reported within 6 hours of receiving goods.

Please report all claims to our JBS Imports Claims Department.

All rejected products must be placed back on the original inbound carrier/trailer whenever possible. If you are calling outside business hours, leave a voice mail, release the carrier, and a JBS representative will return your call by 12:00 noon the following business day.

All claims must be reported within the shelf life of the product. No rejections will be accepted after expiration for any reason. No penalties, fines, charges, or fees will be approved. Claims are approved for JBS product only. If other ingredients are involved in a loss due to further processing (i.e. spices, meats, other products etc.) those costs may not be honored. Claims after processing/cooking may not be honored. No product is to be destroyed without prior approval of JBS Imports.

You must notify the JBS Imports Claims Department immediately upon receipt of your invoice if there are any variances in price, or the bill of lading and manifest.

JBS has a minimum threshold of \$100.00 on submitted claims, claims under this amount may not be reviewed or approved.

When reporting a product claim, please have the following information available:

- 1) Sales order number and PO number
- 2) JBS product code
- 3) Number of boxes or weight of product involved
- 4) JBS Imports Shipping Mark information
- 5) Pictures of product with issue, as well as of case label to include all markings
- 6) Description of Product issue
- 7) Additional information as described below



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**Contact Information:**

At the time of delivery, if there are any discrepancies in box counts, temperatures or if there is refused product, please contact:

**JBS Imports Logistics Team:**

[warehouse.release.imports@jbssa.com](mailto:warehouse.release.imports@jbssa.com)

[Samantha.Troester@jbssa.com](mailto:Samantha.Troester@jbssa.com)

All claims discovered after the product is received should be reported to:

**Claims Department:**

[claims.imports@jbssa.com](mailto:claims.imports@jbssa.com)

**For Quality/Specification and Fat claims**

QA Manager: Michael Denton

[Michael.Denton@JBSSA.com](mailto:Michael.Denton@JBSSA.com)

***Email subject should include Customer number & PO***

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**Please refer to the following general requirements regarding the type of claim you are filing. JBS reserves the right to request additional information regarding your claim or deny submissions from lack of required backup.**

### **Shortages/Overages at Delivery:**

- Any shortages need to be notated on the Proof of Delivery at time of delivery. Case counts and product short need to be clearly identified on the POD. The JBS Claims Dept. must be notified of any discrepancies at delivery or within 6 hours of delivery.
- Customer must allow driver on the dock to verify count while being unloaded.
- The bill of lading must be signed with any discrepancies noted, including temperature, seal, or count. The total number of cases or combos received must be noted on bill of lading to ensure an accurate shortage or overage correction.
- The seal must be verified intact and noted on bill of lading for any claim to be considered.
- JBS does not accept "Subject to Count" stamps as a substitute for count at delivery under any circumstances. If no count is listed, then it will be considered received in full.
- If not circled/noted on the bills, the JBS product code must be referenced for the discrepancy. I.E. a general note for "2 cases short" with no indication of which code is not a valid notation.
- In cases of disputed shortages additional information from customers may be required; such as, but not limited to, scan sheets, recounts, inventory verifications.

### **Damages:**

- The JBS Claims Department is to be notified of product damage prior to the damaged product being unloaded
- Pictures of each of the damaged cases, including labels are to be taken prior to unloading damaged cases.
- If you are not able to supply pictures the driver must be allowed on the dock prior to unloading the damaged cases to inspect the product. If pictures are not provided or the driver is not allowed to verify the product condition prior to the damaged product being unloaded, then the claim will be denied.
- Damages need to be notated on the POD at time of delivery. Please provide photos of damaged cases that meet the above photo specifications. Damaged cases should be rejected and put back on the truck and if they are not, destruction proof needs to be provided once approval is given by JBS. Case counts and product shortages need to be clearly identified on the POD. The bill of lading must have the following information documented on it:
  1. The type of damage (Torn, Crushed, etc.)
  2. The total quantity received &/or rejected.
- The JBS product code/description Shipping Marks, production date, and weight must be provided for each case being refused must be noted on the BOL, this will allow us to issue the proper credit and to accurately match your receiving. If not noted, average weight will be used to resolve the claim.

### **Receiving Weight Discrepancies (Boxed Product):**

- JBS and/or its cold storage partners provides a copy of the shipping manifest with every order that details box weights and totals, if a customer wishes to file a claim for a receiving weight discrepancy their backup must include a comparable level of detail. Backup that is excluded/invalid is any manual form of tally/calculation such as hand tallies or receipt tape as well as any form of backup that is not itemized such as weighing entire pallets.
- calculations must be performed using the inner box tare provided by JBS on the manifest.
- The product should be removed from the box but remain in the bags. The product should then be weighed and the JBS inner tare should be subtracted.
- Strip weight testing will not be accepted.
- Plant may choose 10 cases of product to audit from the same date range and decision will be based on plant audit.



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- There is a .10 lbs tolerance. If the claim is within the tolerance, the claim will be denied.
  - If the box weight deviates from the weight listed on the box label by more than 0.10 lbs, the invoice will be adjusted for the weight claimed (not the weight above the tolerance like combo weight claims). EG: box is 0.11 lbs less than the label states. 0.11 Lbs would be credited, not just the 0.01 lbs over the tolerance

#### **L.T.L. Deliveries:**

- JBS does not guarantee on time delivery for L.T.L. (Less than a Truck Load) orders.
- We will not honor late or overtime charges for L.T.L. deliveries

#### **Warm/Frozen Delivery Temperatures:**

- The JBS Claims Dept. must be notified as soon as a temperature issue is discovered.
- Initial requirements for filing a temperature claim are as follows:
- Verification of the trailer's set temperature and current temperature and cycle mode are required.
- Nine product temperatures will be required. These temperatures should be taken from the top, middle, and bottom of the product in the nose, middle and tail of the trailer. A calibrated thermometer must be used to take all required temperatures. Calibration logs will be required.
- The customer must provide documentation of the temperatures the product was exposed to while in the customer's control. This will include but is not limited to receiving temps, dock temps, cooler/freezer temps, and trailer temps if sold to a third party.
- The product must be available for JBS to evaluate.
- Pictures showing temperatures taken are required as support for the rejection.
- Additional information may be requested during the investigation.
- Disposal should never occur without JBS agreement or approval.

#### **Wrong/Mislabeled Product:**

- Mispack claims must be filed with the JBS Claims Department within shelf life of the product.
- Pictures of the product description label, the case with the incorrect product still in it, the incorrect product itself, and legible pictures of the box weight label (showing weight, Shipping Mark, production date, and EST#) is required for each case.
- If the product can still be utilized for a pricing adjustment, please confirm this in the submission and advise the amount.
- Disposal should never occur without JBS agreement or approval.

#### **Mis-pick:**

- The JBS Claims Dept. must be notified of any discrepancies at delivery or within 6 hours of delivery. In the case the carton received is the incorrect product per the label, photos of case's label and end panel where the shipping mark is clearly shown need to be provided.

#### **Restack/Rework Fees:**

- Photo proof of product in trailer that shows product had to be reworked. Photo needs to show shifting and close photo of wrapping on pallet.

#### **Broken Pallet Fees:**

- Photo of pallet in the truck damaged, photo of damage pallet, and photo of pallet ID or photo of case's shipping mark on the pallet to tie it back to that specific order.

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**Leakers:**

- Leaking cases must be reported within 6 hours of receipt of the product. Leakers called in within the shelf life of the product will be considered if there is sufficient evidence that JBS is responsible for the losses.
- An audit of at least 3% (minimum 5 cases) of the product being claimed is required. JBS will require product photos and weight label information, as well as a detailed summary of the losses being claimed and how they were calculated. The total number of cases and the weight being claimed must be provided by the customer.
- There is a tolerance of 15% on bone-in beef, and 5% on boneless beef.
- There is a tolerance of 7.5% on bone in pork and 2% on boneless pork.
- 3% of the product on the order must be available for evaluation by JBS.
- Tolerance is per order and per line item and not individual cases.
- Do not dispose of any product without authorization from JBS.

**Trim Fat Claims:**

- Any trim fat claims must adhere to the MICA fat claims guidelines, for a full list of these conditions please visit - [NORTH AMERICAN GUIDELINES FOR THE SETTLEMENT OF FAT CLAIMS - Meat Importers Council of America \(micausa.org\)](https://www.micausa.org) JBS needs to be notified a fat claim is being initiated and JBS will respond with next steps depending on how the supplier would like to move forward. Customer should not be sending product to a test site or issuing JBS a claim without notifying JBS first. Customer should have the FCG pallet intact to initiate a trim fat claim. No fat claim is to be paid to a customer without prior approval from the original vendor.

**Box Tare Weight Adjustment:**

- The JBS Claims Department must be notified as soon as a tare weight issue is discovered.
- All tare weight claims require confirmation and/or support that the scale used for the claim was recently calibrated. Support may include a scale calibration log or outside certification within the last 12 months, a copy of the daily scale calibration performed on the day the product was received, and the final page of the manifest showing the JBS inner box tare provided.
- JBS does not accept the weighing of entire pallets as a submission in any circumstance.
- Correct tares will be provided by JBS upon request. Strip weight testing will not be accepted. Sample size must be at least 3% for beef product.
- For beef product: the claimed product should remain in the box and weighed on a calibrated scale, the JBS full tare should then be subtracted from the scale gross weight to achieve the net weight. That weight should be compared to the net weight listed on the box weight label.
- There is a .10 lbs/cs tolerance. If the variance is within the tolerance, the claim will be denied. If the box weight deviates from the weight listed on the box label by more than 0.10 lbs, the invoice will be adjusted for the net variance claimed.
- The claimed plant/facility reserves the right to also choose 10 cases of the same product to audit from the same date range and approve or deny any submission based on that audit.

**Off Condition:**

- The claim must be reported immediately upon discovery to the JBS Claims Department.
- The product must be within shelf life for the product type delivered to the customer (fresh/frozen). If frozen after delivery, then complete cold chain records will be required.
- The customer must provide documentation of the temperatures the product was exposed to while in the customer's control. This will include, but is not limited to, receiving temps, dock temps, cooler/freezer temps, and trailer temps if sold to a third party.
- The customer must provide detailed photos of the off-condition product as well as the related box weight labels and Shipping Marks. Minimum backup required is for 5 cases (if at least 5 are being claimed).
- The product must be made available for inspection or pick up by JBS if required.

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- Disposal should never occur without JBS agreement or approval. Immediate notification to the JBS Claims

**Foreign Material:**

- The claim must be reported immediately upon discovery to the JBS Claims Department
- The foreign object must be retained, and photos of the object and the related combo/box weight labels must be provided. JBS may require the object to be returned for review.
- A detailed listing of losses due to the object will be required as well as an unredacted copy of the batch sheets that shows how it was determined that JBS is responsible for the losses.
- Additional information from customer may be necessary.

**Missing Pieces:**

- Photo of case's label where weight is clearly shown, photo of case's end panel where the shipping mark is clearly shown, and a photo of case being weighed displaying new weight.

**Specification:**

- The JBS Claims Dept. must be notified of any specification issue within product shelf life
- The customer is required to audit at least 3% of each product code being claimed on an order.
- Detailed pictures and customer product measurements must be provided. See below process example: Customer should audit 3% of the product being claimed (if 100 boxes are sent, 3 should be audited) and record which boxes (weight label information) are part of the audit. Starting weight, removed weight, and ending weight must be documented. 15% of the audited pieces must be defective before a claim will be considered. At least 1% of the product (by weight) must also be defective in order to consider a claim.
- customer an additional 3% (minimum 5 cases) must be available for evaluation by JBS Random unopened boxes must be used for all audits and trim back tests. Failure to hold the required amount of product will result in the claim being denied.
- The total number of cases being claimed must be confirmed by the
- Specification claims will be evaluated based on the specification requirements of JBS only.
- If a cut test performed by JBS proves to be equal to or less than 1%, the claim will be denied.
- Customer's yield test results will not be accepted as a substitute for an audit.

**Out of Date Spec:**

- Photo of case's label where pack dates are clearly shown and photo of case's end panel where the shipping mark is clearly shown. Additional information describing why date spec does not meet customer requirements.

**Incorrect Price:**

- Please include back up to support invoiced price is incorrect for each product type.

\*\*The above is a list of general information required to be submitted for each type of occurrence but is not an exhaustive list. Additional information may be requested by JBS QA team member and/or supplier for any such occurrence to help substantiate any claim.