

Shipping Violation Inquires

1. Inquires and disputes must be submitted in writing by mail, we will also accept an email with all required documentation scanned and attached, faxes will not be accepted. Please mail **shipping violations inquiries** to:

SSI Distribution Center

Attn: Vendor Compliance Manager

506 Bealls Blvd.

Jacksonville, TX 75766

Email: vendorcompliance@stagestores.com

- *If unsure of violation type, please see Non-compliance table and example of the Remittance Advice Report above.*
- *Mailing inquiries and disputes to the wrong department will cause a delay.*
- *SSI will not research claims older than 6 months old.*

2. The following must be included in order for your disputed charge to be researched:

- Remittance Advice Report
- Detail of request
- Vendor contact information

3. Due to the time to research and process inquiries or disputes, SSI will not accept any re-submissions once a response has been given. If multiple requests are received for the same inquiry or dispute, a non-compliance charge will be assessed.

Freight Violation Inquires

1. Inquires and disputes must be in writing by mail only; faxes will not be accepted. Please mail required information for **Freight Violations/ Carton Charges** to:

Attn: SSI Transportation Department

10201 Main Street

Houston, TX 77025

- *If unsure of violation type, please see Non-compliance table and the example of the Remittance Advice Report above.*
- *Mailing inquiries and disputes to the wrong department will cause a delay.*

2. The following must be included in order for your dispute to be researched:

- A letter of request
- BOL
- Remittance Advice Report

3. Due to the numerous trading partners, SSI is unable to provide copies of freight bills. The transportation department can provide detailed information needed to validate reasons for deductions.

4. Due to the time to research and process inquiries or disputes, SSI will not accept any re-submissions once a response has been given. If multiple requests are received for the same inquiry or dispute, a non-compliance charge will be assessed.

SSI Shipping and Freight violation flow

1. Once your dispute has been received, SSI will conduct research and respond in writing in 4-6 weeks.
2. If the charge is valid, SSI will provide the vendor with a detailed explanation for the charge.
3. If the charge was in error, SSI will notify the vendor of the error. The Accounts Payable Department will issue the payback. All further correspondence should be sent to the Accounts payable department.