

Recommended Supporting Documentation for Disputes of Common Deduction Types



Bill of Lading
 Compliance/Routing Guide in Effect at Time of Shipment
 EDI 753 Raw Data
 EDI 754 Raw Data
 EDI 850 Raw Data
 EDI 856 Raw Data
 EDI 860 Raw Data
 EDI 997 Functional Acknowledgement
 Invoice
 Packing List/Manifest
 Picture
 Print Screen from Retailer's System
 Proof of Delivery
 Receiving Manifest
 Shipment Authorization w/Documentation
 Written Approval from Buyer
 Written Approval from Transportation
 Written Approval from Vendor Compliance
 Other

	Bill of Lading	Compliance/Routing Guide in Effect at Time of Shipment	EDI 753 Raw Data	EDI 754 Raw Data	EDI 850 Raw Data	EDI 856 Raw Data	EDI 860 Raw Data	EDI 997 Functional Acknowledgement	Invoice	Packing List/Manifest	Picture	Print Screen from Retailer's System	Proof of Delivery	Receiving Manifest	Shipment Authorization w/Documentation	Written Approval from Buyer	Written Approval from Transportation	Written Approval from Vendor Compliance	Other
ASN's																			
Late ASN						✓													
No ASN						✓													
Unusable ASN						✓													
Wrong ASN						✓													
Cartons																			
Cartons Exceed Allowable Dimensions		✓																	✓
Fulfillment																			
Carton Shortages	✓												✓	✓					Loading Report/Tally
Concealed Shortages					✓				✓	✓			✓		✓				Carton weight verification; sales and inventory reports
Shipped Below Allowed %										✓					✓				
Style or SKU Not Shipped on PO					✓					✓				✓					
Style or SKU Short Shipped on PO										✓					✓				
Style or SKU Overshipped Shipped on PO										✓					✓				
Unauthorized Substitutions					✓					✓					✓				
Unordered Merchandise					✓					✓					✓				
GS1-128 Labels																			
No GS1-128 Labels											✓								
Poor Quality/Unscannable/Unreadable GS1-128																			Verification reports and/or certification
Wrong Placement/Location of GS1-128 Label										✓								✓	
Hangers																			
No Hangers																			✓
Missing or Wrong Sizer																			✓
On-Time																			
Early Shipment	✓				✓		✓					✓	✓						✓
Late Shipment	✓				✓		✓					✓	✓						✓
Product Labeling																			
No/Incorrect/Incomplete Product Labeling (COO, Multi-Language, Contents)											✓					✓			✓
Routing/Transportation																			
Detention	✓																		Signed record of arrival and departure
Failure to Follow Routing Instructions	✓	✓			✓							✓		✓					
No/Late Submission of Routing Request					✓									✓		✓			Screenshots of submission date/time
No/Wrong/Insufficient Detail on Bill of Lading	✓	✓			✓									✓					
Shipped to Wrong Location	✓	✓			✓							✓		✓		✓			✓
Truck Ordered, Not Used	✓																		✓
Wrong Carrier per Routing Guide	✓	✓			✓									✓					✓
Ticketing																			
No Retail Price											✓	✓							✓
No Tickets											✓								✓
No UPC/EAN Barcode											✓								✓
Poor Quality/Unscannable/Unreadable UPC/EAN Barcode											✓								Verification reports and/or certification
Wrong Retail Price					✓		✓				✓	✓							✓
Wrong Ticket Location		✓									✓								
Wrong Tickets											✓								
Wrong UPC/EAN Barcode											✓								Verification reports and/or certification

Disclaimer: Note these are recommendations; while documentation may assist with disputes, we do not guarantee outcome or accept any liability associated with use of this matrix.