

Loblaw Companies Limited

Supply Chain Vendor Portal

Vendor Infractions

User Guide V1.1

VERSION HISTORY

| Version | Date of Update | Updated By | Comments |
|---------|----------------|-------------|----------|
| V1.0 | 2024-01-08 | Manik Kumar | |
| V1.1 | 2024-01-22 | Manik Kumar | |

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OVERVIEW

This document will give an overview of how to view and interact with Vendor Infractions in the Supply Chain Vendor Portal. The latest version of this document can always be found on the [Help Page](#) on the Vendor Portal.

VIEWING INFRACTIONS

To view Infractions, go to the [Vendor Infractions](#) page on the Vendor Portal. You can search by PO from the top right, filter by Infraction type from the options in the filter bar, or change the view using the view selector.

Your Vendor Infractions

Vendor Name: Review infractions at our necessary.

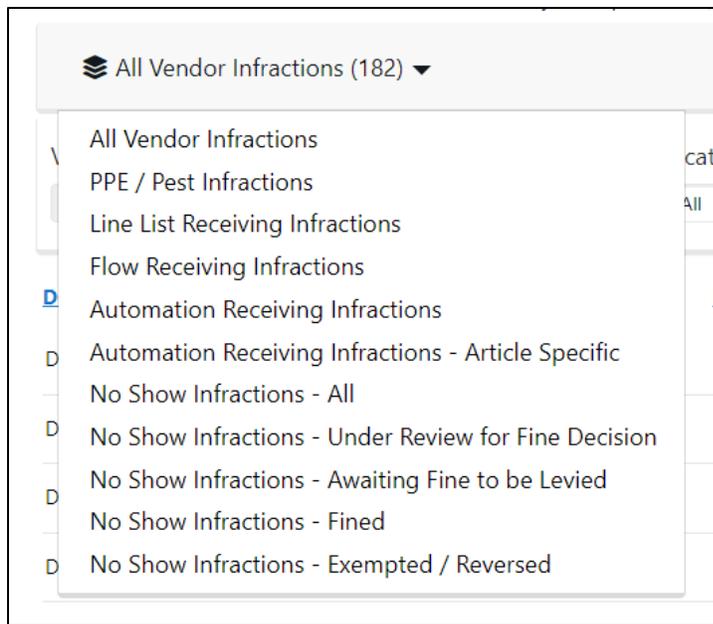
All Vendor Infractions (30)

Vendor BU: All | Ship Location: All | Infraction Type: All | Infraction Sub Type: All

Enter a PO to search.

APPLY FILTER(S)

| DC | PO Number | Infraction Date | Infraction Status | Infraction Type | Infraction Sub Type | Vendor BU | Vendor ID (Ship Location) | City (Ship Location) | State / Province | Ship Location |
|------|-----------|------------------|---------------------|-----------------|---------------------|-------------------|------------------------------|----------------------|------------------|---------------|
| D031 | PO List | 2024-01-06 10:00 | Under Review | No Show | Vendor Delivered | Vendor BU Details | Vendor Ship Location Details | | AB | |
| D031 | | 2024-01-06 10:00 | Under Review | No Show | Vendor Delivered | | | BC | | |
| D031 | | 2023-11-13 08:00 | Deduction Submitted | No Show | Vendor Delivered | | | BC | | |
| D031 | | 2023-11-12 08:00 | Deduction Submitted | No Show | Vendor Delivered | | | BC | | |
| D031 | | 2023-10-14 07:00 | Deduction Submitted | No Show | Vendor Delivered | | | AB | | |
| D034 | | 2023-09-08 06:00 | Deduction Submitted | No Show | Vendor Delivered | | | BC | | |
| D031 | | 2023-08-20 07:00 | Deduction Submitted | No Show | Vendor Delivered | | | BC | | |
| D031 | | 2023-07-02 07:00 | Deduction Submitted | No Show | Vendor Delivered | | | AB | | |
| D031 | | 2023-04-23 07:00 | Deduction Submitted | No Show | Vendor Delivered | | | BC | | |
| D037 | | 2022-12-20 01:30 | Deduction Submitted | No Show | Vendor Delivered | | | BC | | |



All Vendor Infractions: This view shows all types of Vendor Infractions in any status, recorded from our DCs / systems for your Vendor.

PPE / Pest Infractions: All Infractions regarding PPE and Pest issues at the DCs on POs from your Ship Locations. Includes infractions that have been Fined.

Line List Infractions: All Infractions on regular, Line List POs received at our DCs from your Ship Locations, regarding issues such as pallet build quality, label scanning issues, etc.

Flow Receiving Infractions: All Infractions on Flow POs received at our Flow DCs from your Ship Locations, regarding issues such as pallet build quality, multiple articles per pallet, label scanning issues, etc.

Automation Receiving Infractions: All Infractions on POs received at our Automated DCs from your Ship Locations, regarding issues such as pallet build quality, article dimension issues, etc.

Automation Receiving Infractions – Article Specific: All Infractions on articles from your Vendor causing issues in the mechanized processes at our Automated DCs, regarding issues such as article case stability / build quality, article dimension issues, etc.

No Show Infractions - All: All No Show Infractions for POs from your Ship Locations in the system. Includes all statuses (Under Review, Approved, Fined, Exempted, Reversed).

No Show Infractions – Under Review for Fine Decision: New No Show Infractions for POs from your Ship Locations in the previous week. Open this view to see the No Shows that you can provide information / evidence on for an exemption, if applicable.

No Show Infractions – Awaiting Fine to be Levied: No Show Infractions for POs from your Ship Locations that have been approved for a fine by the Loblaw Supply Chain Replenishment Manager(s) (SCMs), and for which a fine will be sent shortly.

No Show Infractions – Fined: All No Show Infractions for POs from your Ship Locations that have been fined to you.

No Show Infractions – Exempted / Reversed: All No Show Infractions for POs from your Ship Locations that have been exempted (no fine given) by the SCM, or for which the fine has been reversed.

Infraction Status - Definitions

Submitted / Under Review: New Infractions that are being reviewed by the relevant parties based on the Infraction Type. You can open these infractions using the button () at the end of each row to review the details. Make sure to provide additional information from your side by sending a message on these infractions.

Approved: Infractions for POs from your Ship Locations that have been approved for a fine by the relevant party at Loblaw based on the Infraction Type, and for which a fine will be sent shortly.

Deduction Submitted: Infractions for POs from your Ship Locations which have been fined (a deduction has been submitted to Accounts Payable (AP) and a fine has been sent to you).

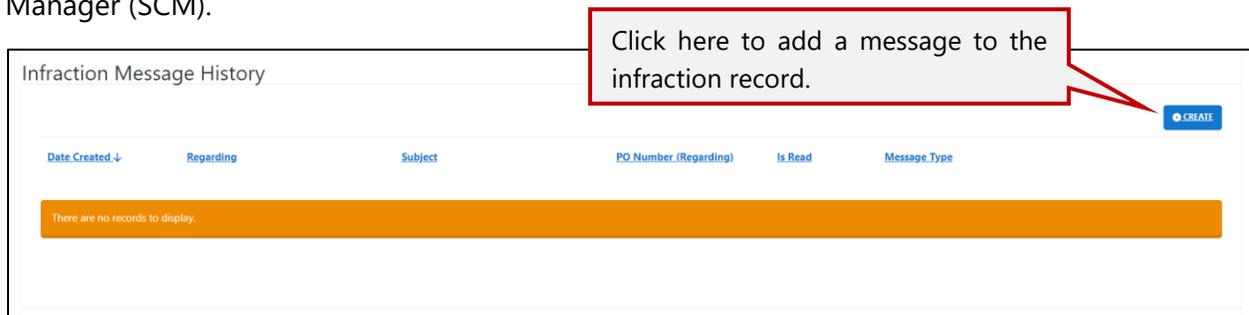
Exempted: Infractions for POs from your Ship Locations for which the relevant party at Loblaw has exempted a fine; i.e., a fine will not be sent to you for this PO.

Fine Reversed: Infractions for POs from your Ship Locations for which the fine has been reversed.

ADDING MESSAGES TO INFRACTIONS

Once you open an infraction, you can view its details on the form that shows up, including any photos / attachments, if applicable.

To add messages to an infraction, click on the "Create" button in the "Infraction Messages" section at the bottom of the page. These messages will be visible to the Supply Chain Replenishment Manager (SCM).



Click here to add a message to the infraction record.

Infraction Message History

| Date Created ↓ | Regarding | Subject | PO Number (Regarding) | Is Read | Message Type |
|----------------------------------|-----------|---------|-----------------------|---------|--------------|
| There are no records to display. | | | | | |

You can add a subject to the message, and a message body with more information.

Click here to add an attachment to this message.

When you are ready with the message and / or attachment, click here to submit the message.

VIEWING MESSAGES FROM LOBLAW

In the same "Infraction Messages" section, you will see new messages from Loblaw users (such as SCMs) if they have sent it, with the "Message Type" of "Infraction – LCL Response Submitted".

Infraction Message History

| Date Created | Regarding | Subject | PO Number (Regarding) | Is Read | Message Type |
|------------------|--|---|-----------------------|---------|-------------------------------------|
| 2024-01-08 11:08 | 4864602102 / No Show / Instore Products Ltd / 2024-01-02 03:00 | SC Replen Response - No Show PO 4864602102 / C3 Appt 79976312 | 4864602102 | No | Infraction - LCL Response Submitted |

You can view the message by clicking on the blue Date Created value, or by clicking on this icon.

Instead of looking at messages infraction-by-infraction, you can also view them all together in the [Messages page](#) of the Vendor Portal, to see a full history of messages across all infractions, and any other messages sent from Loblaw.

New messages in the Inbox / Messages section will show up in **bold**. Click on the blue Date Created value to view them. Older messages will also be visible on this page, as you send messages over time.

Home / Message Inbox

Message Inbox

Instore Products Ltd: View any messages sent by yourself and received from Loblaw on items in the Vendor Portal.

| Date Created ↓ | Regarding | Subject | PO Number (Regarding) | Is Read | Message Type |
|-------------------------|---|--|-----------------------|---------|-------------------------------------|
| 2024-01-08 11:08 | 4864602102 / No Show / Instore Products Ltd / 2024-01-02 03:00 | SC Replen Response - No Show PO 4864602102 / C3 Appt 79976312 | 4864602102 | No | Infraction - LCL Response Submitted |

You can view the message by clicking on the blue Date Created value, or by clicking on this icon.