



Confidential Commercial Information

**Standard Operating Procedure  
Procedure**

**Subject:**  
**Corporate Complaint Policy  
and Claims Handling  
Procedure**

January 6, 2020	ISO_QA-1.20-001
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<b>Originated By:</b> Antoine Bernier	<b>Approved By:</b> Chevise Thomas

**1.0 PURPOSE**

This procedure outlines the complaint policy and the claims handling procedure for FPL Food LLC.

**2.0 FREQUENCY**

This procedure will be initiated at each occurrence of a complaint, any associated claims, or returned product.

**3.0 PROCEDURE**

- 3.1 The process is initiated at the receipt of material in question.
  - 3.1.1 An email has been set up for all complaint and claims notification to be directed to: **claims@fplfood.com**.
    - 3.1.1.1 This will act as one central location for all complaint and claims documentation and all claim related inquiries within and outside of FPL Food, LLC.
  - 3.1.2 Contact Information:
    - 3.1.2.1 **FPL Food LLC, 1301, New Savannah Road Augusta, GA 30901 claims@fplfood.com**
- 3.2 Upon delivery of product, the customer must notify customer service of any issues with material(s) received within 24 hours of receipt.
 

Weekend deliveries must be reported by 12:00pm the following business day.
- 3.3 Sales Support / Sales Personnel is to provide the customer with the **Customer Complaint Incident Documentation Form**.
- 3.4 When reporting a complaint/issue, please have the following information available:
  - **Sales Order Number or Purchase Order**
  - **Product Code Number**
  - **Number of Boxes or Combos Involved**
  - **Plant of Origin**
  - **Pictures of label and issue(s)**
  - **Description of Product**



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- **Production Date**
  - **Product to be returned?**
- 3.5 Customer is to complete the document with the specified information and return to the customer service team for processing.
- 3.5.1 No claim will be considered if not reported within 24 hours of receipt. All rejected product must be placed back on the truck if possible or held within conditions that will not compromise the safety or quality of the product.
- 3.5.2 All other claims must be reported within the shelf life of the product.
- 3.5.2.1 If the claim is reported outside of the products shelf life, it will not be considered.
- 3.5.3 If received outside of business hours, a voicemail is to be left, carrier is to be released and a representative is to return the call no later than 12:00pm EST on the following business day.
- 3.6 For all complaints and claims, a unique tracking number (ticket) is opened and is issued to keep all documentation with the associated claim or complaint.
- 3.7 If customer issue is a complaint and no claims or returns are necessary, the claims and complaint document will be provided to the FSQA, accounting, and production teams for action and documentation.
- 3.8 Additional Instructions for Claims by Type:
- 3.8.1 **Short/Over Cases:**
- The driver must have permission to verify case count on the dock or no claim will be issued.
  - The bill of lading must be signed with discrepancies noted. In case of pick-up, the claims department must be notified within 24 hours of receipt.
  - The product code, serial number, weight, production date, and time must be provided for each case over shipped. This information can be found on the manifest listing provided with your order or on the box labels.



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- Total number of cases received must be noted on bill of lading, in order to ensure an accurate shortage or overage discrepancy.
- The seal must be verified intact and noted on bill of lading for any claim to be considered.

**3.8.2 Damaged Boxes:**

- Clear and legible pictures of the label and damage should be taken and provided to our claims contact.
- If you are not able to send pictures, the driver should have permission to inspect the product and report damage.
- If pictures are not provided or driver is not able to verify damaged boxes, the claim will be denied.
- All box information must be provided in order to issue the proper credit
- The damage must be noted on the bill of lading per type and quantity received/ rejected.

**3.8.3 Temperature:**

- FPL Food LLC Claims Department must be notified as soon as temperature discrepancy is discovered.
- Information needed:
  - Verification of the trailer running temperature and cycle
  - Temperatures taken from top, middle and bottom of trailer
  - Verification of temperature in the nose, middle and tail of the trailer
  - Must use a calibrated thermometer and logs will be required for temperature justification.
  - Additional information may be requested during the investigation.
  - The temperature monitoring log may be downloaded to determine if there were issues with the carrier.



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### 3.8.4 Foreign objects:

- FPL Food LLC Claims Department must be notified immediately upon discovery of any foreign material. The object(s) must be described in full detail and include the following information:
  - Size
  - Material type (metal, plastic)
  - Material Integrity (hard and or brittle)
  - Injury Potential (Sharp, blunt)
- Pictures of the foreign material with a size reference must be sent to the claims department with product label information for investigation
- If there is a loss due to foreign material, please report the number/weight immediately upon discovery.
- A copy of your internal investigation may be requested.
- The foreign material may be requested by FPL Food LLC for further analysis.

### 3.8.5 L.T.L Late Deliveries:

- FPL Food LLC 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

### 3.8.6 Point of Lean:

- FPL Food LLC Trim products are tested with Meat Master systems.
- Any combo with a meat master result within 2% of its labeled lean point will not be eligible for a claim.
- FPL Food LLC Claims Department must be notified within 24 hours of receipt if customer's in-house point of lean test shows the product to exceed the specified lean point by more than 2%.



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- Samples must be core drilled perpendicular to the top surface of the combo.
  - **Hand Selection/Pulling of trimming samples is not a valid sampling method.**
- Analysis from a functional Foss FoodScan, or equivalent system, is required for in-house analysis.
- For products that are not run through X-Ray detection, at least 30% of it must be available for sampling by an outside lab. Samples from the in-house Foss FoodScan testing must be used in the outside laboratory test.
  - The laboratory method must be an AOAC approved method.
  - The laboratory must have ISO 17025 certification to perform the 3<sup>rd</sup> party testing.
- The test must be more than 2% outside of the label declared lean point for the claim to be valid.
  - If the outside lab analysis shows more than 2% fat difference between the customer's FoodScan and the outside laboratory, the claim will be denied.
- Samples must be core drilled perpendicular to the top surface of the combo.
- If product test within the 2% allowance, the customer will be responsible for lab fees due to retest.

**3.8.7 Off Condition:**

- FPL Food LLC Claims Department must be notified immediately.
- The product must be within specified shelf life for the product delivered to the customer.
- The customer must provide the temperature and conditions the product was exposed to.
- The customer must provide label and photos of the product in question.
- The off-condition product must be available to FPL Food LLC for inspection.



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- The Product may be requested to be returned to FPL Food LLC.

**3.8.8 Short Weight Combos:**

- FPL Food LLC Claims Department must be notified, within 24 hours of delivery for weight discrepancies for combo products.
- Weight shortage claim must have a detail listing of receiving weight, label information and photos if possible.
- All scales used must be certified by an outside certification scale company within a quarter. A copy of the daily scale calibration performed must be available to FPL Food LLC upon request.
- All combos are subject to the standard weight loss allowance of 0.5% for beef.
- The claim will only be approved for the weight that exceeds the 0.5% and not the total weight claimed.

**3.8.9 Specification Variance:**

- FPL Food LLC Claims department must be notified immediately upon discovery.
- Pictures and label information must be provided.
- 15% of product must be audited before a trim test should be performed
- 5% of the product should be available to FPL Food LLC for inspection
- If a cut test performed by FPL Food LLC proves the product is in spec, the claim will be denied.
- Customer yield test will not be considered as a substitute for cut test performed by FPL Food LLC.
- Leakers within the shelf life can be considered with proper documentation.
- There is tolerance of 10% of the bone in product and 5% on the boneless product

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- 5% of the product must be available for inspection by FPL Food LLC.

### 3.8.10 Mislabeling:

- Notify FPL Food LLC Claims Department immediately upon discovery of mislabeled product.
- Pictures of the label and product are required.
- Product must be available for inspection by FPL Food LLC.

### 3.8.11 Tare Weight:

- The FPL Food LLC Claims Department must be notified upon discovery of weight discrepancy.
- Detailed listing of weights must be provided with pictures and label information.
- Calculations must be performed using the inner box tare provided by FPL Food LLC.
- Strip weight testing will not be accepted.
- There is a 1% labeled net weight lb tolerance. If the claim is within this tolerance level, claim will be denied.

## 4.0 References:

- 4.1 **ISO\_QA-1.01-045 - QA - Customer Complaint Incident Documentation Form**

## 5.0 CORRECTIVE ACTIONS

- 5.1 If appropriate documentation is not provided per this policy, it may result in claim denial and any unauthorized deductions will be denied.

All complaints or issues noted must have an associated claim number issued by FPL Food LLC in order for the claim to be taken.

- 5.2 All complaints regardless of nature are to be investigated in full. Investigation details, root cause(s), corrective action(s), and preventive action(s), must be documented.



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**Revision History:**

From	To	Date	Summary of changes	Education Required?
	A	10/18/2016	New	Yes
A	B	01/12/2018	Reviewed and approved.	No
B	C	06/12/2018	Modified 3.0 Procedure to include information from ISO_QA-1.20-002 - Sales - FPL Food Procedure for Internal Processing of Customer Claims 011218.	No
C	D	07/30/2019	Further clarified 3.0 to include current complaint or claims handling procedures.	No
D	E	08/19/2019	Company logo updated on form	No
E	F	01/06/2020	Establishment number added to footer	No