

AGENCY BREAKAGE APPROVAL PROCESS

The NSLC understands there are times in which an Agency store will have the need to submit a breakage log for credit. Breakage is termed as any product that is defective or damaged upon delivery. Product damaged inside or outside of the store is the Agents responsibility and will not be accepted as breakage.

All breakage submissions must follow all Breakage processes determined by the Manager - Agency Network, this includes submitting a Breakage log and waiting for approval before disposing of any product. The Agent is to submit their Breakage, at a minimum, monthly. At times the Manager – Agency stores, may ask to have the product set aside until a representative can visit or request the Agent to submit pictures with their breakage. All breakage must be disposed of via the Agency Breakage disposal process.

BREAKAGE PROCESS

- Agency stores will submit their breakage log through the online form found on their individual accounts on <https://wholesale.mynslc.com/>
 - Once submission is completed the log will automatically be directed to the Agencycredits@mynslc.com inbox.
 - A copy of the submitted log will also be emailed to the customer
 - Breakage logs are to be submitted monthly as a minimum requirement.
- Manager – Agency network or Agency Store Network Advisor will review the breakage submission prior to sending it to Service Excellence Coordinator to be processed. The review would consist of the following:
 - Frequency of breakage submissions from this specific Agency store.
 - Any articles with a higher-than-normal number of units. Inquire with the store for a more detailed breakage reason.
 - Ensure all reason codes are applicable to Agency stores.
 - Proper use and/or overuse of reason codes (e.g. In Transit Damage submissions, using the same code repeatedly)
 - High level overview of the articles listed on the Breakage document.
- Once the Breakage document has been reviewed and approved, the document is emailed to the Service Excellence Coordinator to be processed.
- The Agency store is then notified that they can dispose of the products unless there is a reason for the Manager – Agency Network to review the breakage submission during a follow up visit.
- Manager – Agency Network or Agency Store Network Advisor will also regularly review reporting available through SAP (zrt_agency_br) to review the following:
 - Identifying any negative trends per account.
 - Confirm allowed threshold/target for breakage submissions of .05% of yearly sales per account.