

LOSCAM

LOSCAM PROCESSING & CORRECTION GUIDELINES

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- The terms for processing or correcting a transfer is **based** on the **month of the effective date**. Customers have the **current month, plus two months prior** to submit a docket for processing or to advise of a correction.
- The only **exception** to the corrections rule is, if the **original transfer** was processed on your **most recent invoice**. In this case you only have the following month to make a correction.

Please refer to the table below detailing the terms for processing and correcting transfers.

CURRENT MONTH	'EFFECTIVE DATE' OF THE TRANSFER
JANUARY	NOVEMBER , DECEMBER , JANUARY
FEBRUARY	DECEMBER , JANUARY , FEBRUARY
MARCH	JANUARY , FEBRUARY , MARCH
APRIL	FEBRUARY , MARCH , APRIL
MAY	MARCH , APRIL , MAY
JUNE	APRIL , MAY , JUNE
JULY	MAY , JUNE , JULY
AUGUST	JUNE , JULY , AUGUST
SEPTEMBER	JULY , AUGUST , SEPTEMBER
OCTOBER	AUGUST , SEPTEMBER , OCTOBER
NOVEMBER	SEPTEMBER , OCTOBER , NOVEMBER
DECEMBER	OCTOBER , NOVEMBER , DECEMBER

- All transfers must be submitted to Loscam for processing by the **last working day of the month**.
- Please note that **manual transfers** can take up to **3 days** from **receipt** to process. Any **urgent** transfers that are required to be processed should be **faxed** or **emailed** to the **Loscam customer service team**.
- All corrections must be submitted to Loscam by the **third last working day of the month**.

Please refer to the Loscam cut off calendar available on our website or via our customer service team.

CORRECTION PROCESSING RULES

All rejections and corrections must be submitted to Loscam in writing.

Email: customer.service@loscam.com

Fax: 03 9843 3701

Batch: hms@loscam.com, please note batches are only applicable to the HMS and 2IC programs and if you are on the direct correction version. Please speak with Loscam regarding HMS and 2IC regarding their software for more information.

If a docket has already been rejected or corrected, Loscam will require written authority from both parties to re-process or amend.

Loscam has the right to decline processing a correction request, if it is of the belief it is not in the best interest of both parties involved.

Types of Corrections

The following correction types may be requested to Loscam providing they coincide with the above specifications listed and the terms of the concerning companies.

1. Rejection/Reversal of a Docket:

A rejection can be requested if the sending or receiving customer believes the transfer of pallets has not occurred or if the docket was duplicated.

In the instance where there is no record of the transfer, it is recommended you contact the receiving party or obtain a copy from Loscam Online to verify.

2. Date Correction:

A date correction may be requested if the sending or receiving customer believes the effective date is incorrect. The effective date should always correspond with the receiving customer's terms.

3. Quantity Correction:

A quantity correction can be requested if the sending or receiving customer believes the quantity is incorrect.

4. Product Type Correction:

A correction on the product type can be requested if the sending or receiving customer believes it has been processed incorrectly.

5. Account Number Correction:

An account number correction may be requested if the sending customer believes the receiving account number is incorrect.

An account number correction can also be requested by the receiving customer, it is preferred by Loscam that written authorisation is provided by the new receiving account holder.

If authorisation isn't provided, the new (corrected transfer) receiving account holder has the right to reject, but only if the transfer has been processed on their most recent invoice and is the first time the docket has been invoiced to their account.

6. Re-acceptance of a Previously Rejected or Corrected Docket:

To process or amend a docket that has been previously corrected or rejected, Loscam will require backdated authority from both the sending and receiving party in writing. This is applicable, regardless of whether there have been changes to dates, quantity, product type and account numbers.

7. Issue and Dehire Corrections:

A correction to an Issue or Dehire may be requested if the customer believes the details are incorrect.

Issue and Dehire correction requests will only be actioned by Loscam if notified in writing.

Should you have any queries, please contact the Loscam Customer Service team on 1300 309 930 or customer.service@loscam.com

Thank you from the Loscam team.