**Essendant Shipping Violation Disputes**

1. Essendant will send a *Non-Compliance Notice* via email to [compliance@advantus.com](mailto:compliance@advantus.com) for violations of their Packaging, Labeling and Shipping Requirements.
2. To obtain photos of the outgoing shipment and submit a dispute:
3. Log in to NS and search for the PO indicated on the violation notice.

A close up of a shipping receipt

Description automatically generated

1. Navigate to the Sales Order where the violation occurred.

A screenshot of a computer

Description automatically generated

1. Click on *Related Records.*

A hand cursor clicking on a blue button

Description automatically generated

1. Click on the Shipment number.



1. Click on *License Plates & EDI.*

A blue rectangle with white text

Description automatically generated

1. Scroll down and click on *License Plates, Parent LPs.*

A screenshot of a computer

Description automatically generated

1. Click on the pallet License Plate.

A hand cursor pointing at a number

Description automatically generated

1. Scroll down to *Files.*

A hand cursor and a blue rectangle with white text

Description automatically generated

1. Click on the Image name or *View* to view the photo, or *download* to send the picture via email.

A screenshot of a computer

Description automatically generated

1. Send a reply to [SupplierPerformance@essendant.com](mailto:SupplierPerformance@essendant.com) asking them to remove the violation.
2. Log the fine as *Disputed* until you receive a response.
3. Essendant will respond to the email as *Removed* or *Valid.*
4. Update the fine record appropriately.