

Kerly Crespín Mite

De: Denisse Vaque [<mailto:dvaque@salicadelecuador.com.ec>]

Enviado el: viernes, 19 de marzo de 2021 17:14

Para: 'Jorge Barreiro' <jbarreiro@salicadelecuador.com.ec>

CC: 'Lucciola Lopez' <llopez@salicadelecuador.com.ec>; 'Marlon Barchi' <mbarchi@salicadelecuador.com.ec>; 'Juan Parra' <jparra@salicadelecuador.com.ec>; 'Cinthia Pacheco' <cpacheco@salicadelecuador.com.ec>

Asunto: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Buenas tardes Jorge,

Adjunta carta con respuesta formal a reclamo, favor la comunicación y envío al cliente.

Saludos,
Denisse Vaque C.

De: Jorge Barreiro [<mailto:jbarreiro@salicadelecuador.com.ec>]

Enviado el: martes, 16 de marzo de 2021 12:29

Para: Cinthia Pacheco <cpacheco@salicadelecuador.com.ec>; 'Lucciola Lopez' <llopez@salicadelecuador.com.ec>; 'Denisse Vaque' <dvaque@salicadelecuador.com.ec>

CC: 'Marlon Barchi' <mbarchi@salicadelecuador.com.ec>; jparra@salicadelecuador.com.ec

Asunto: RV: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Equipo Calidad
Buenos días

Considerar reclamo por lote LQ1SNFPP2 correspondiente a la FT_6523 en donde trasladaron muestra e identificaron fundas con "mal sellado" lo que ocasiono que se manchen otras fundas con el líquido de cobertura, ver fotos.



De: Joshua Kamens (PD Cargo) [<mailto:jkamens@pdcargo.com>]

Enviado el: jueves, 11 de marzo de 2021 17:33

Para: Jorge Barreiro

CC: 'Marlon Barchi'

Asunto: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

RESPONSE FROM SHAFER:

Hi Josh,

Let me answer your question. The warehouse sent samples to the lab for inspection, so they used a box that was available. It was the lab that reported the damaged pouches to us, as samples needed to be replaced to complete the sample size.

The nature of the damage didn't look like it was caused by handling but looks like a seal defect, based on the photos we've shared with you.

Thanks,
Joy

From: Jorge Barreiro <jbarreiro@salicadelecuador.com.ec>
Sent: Thursday, March 11, 2021 4:56 PM
To: Joshua Kamens (PD Cargo) <jkamens@pdcargo.com>
Cc: 'Marlon Barchi' <mbarchi@salicadelecuador.com.ec>
Subject: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Mr Mets

To me isnt the box:



Looks like a sticker, we don't put a sticker in the box, see the pouches is unorganized, someone not move the box?
Explain FBI

Jorge Barreiro
Salica del Ecuador S.A.

✉ jbarreiro@salicadelecuador.com.ec
☎ (593-4) / 6006990 ext: 6059
S ecp_jorgebarreirog

 @aturuncampes  Atun Campos  Atun Campos

De: Joshua Kamens (PD Cargo) [<mailto:jkamens@pdcargo.com>]
Enviado el: jueves, 11 de marzo de 2021 16:51
Para: Jorge Barreiro
CC: 'Marlon Barchi'
Asunto: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Is this Salica's box?

From: Jorge Barreiro <jbarreiro@salicadelecuador.com.ec>
Sent: Thursday, March 11, 2021 4:49 PM
To: Joshua Kamens (PD Cargo) <jkamens@pdcargo.com>
Cc: 'Marlon Barchi' <mbarchi@salicadelecuador.com.ec>
Subject: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Mr Mets

I have my doubts; in the picture 6788 in a slide have a Little part in White and our boxes are kraft and the pouches in the pictures looks unortganized, the boxes are in a lab not in the pallets so we assume that someone hit it, we need more information Sr.



De: Joshua Kamens (PD Cargo) [<mailto:jkamens@pdcargo.com>]
Enviado el: jueves, 11 de marzo de 2021 16:35
Para: Jorge Barreiro
CC: 'Marlon Barchi'
Asunto: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

The box is an old box. Let's just include these 3 images and the CODE LQ1SNFPP2

From: Jorge Barreiro jbarreiro@salicadelecuador.com.ec
Sent: Thursday, March 11, 2021 4:34 PM
To: Joshua Kamens (PD Cargo) <jkamens@pdcargo.com>
Cc: 'Marlon Barchi' <mbarchi@salicadelecuador.com.ec>
Subject: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Thanks

But send me photo show the lote and the box, u know that Quality need this information, is ok ur photos that u sent but is not enough.



De: Joshua Kamens (PD Cargo) [<mailto:jkamens@pdcargo.com>]
Enviado el: jueves, 11 de marzo de 2021 16:29
Para: Jorge Barreiro
CC: 'Marlon Barchi'
Asunto: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

its code LQ1SNFPP2

From: Jorge Barreiro <jbarreiro@salicadelecuador.com.ec>
Sent: Thursday, March 11, 2021 3:20 PM
To: Joshua Kamens (PD Cargo) <jkamens@pdcargo.com>
Cc: 'Marlon Barchi' <mbarchi@salicadelecuador.com.ec>
Subject: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Mr Mets

I think that "maybe" they put in other carton because the box was damage and dirty, is possible get clear photos? From up? To see well the code



De: Joshua Kamens (PD Cargo) [<mailto:jkamens@pdcargo.com>]
Enviado el: jueves, 11 de marzo de 2021 15:16
Para: Jorge Barreiro; 'Marlon Barchi'
Asunto: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

The photo of the carton says L38520NG but that isn't on the packing list.

Very strange



From: Jorge Barreiro <jbarreiro@salicadelecuador.com.ec>
Sent: Thursday, March 11, 2021 3:13 PM
To: Joshua Kamens (PD Cargo) <jkamens@pdcargo.com>; 'Marlon Barchi' <mbarchi@salicadelecuador.com.ec>
Subject: RE: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Hi Mr Mets

Do u know which code is?



De: Joshua Kamens (PD Cargo) [<mailto:jkamens@pdcargo.com>]
Enviado el: jueves, 11 de marzo de 2021 14:58
Para: Marlon Barchi; Jorge Barreiro
Asunto: FW: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

CRY BABIES!!

From: Caoimhe Horan <CHoran@shafer-haggart.com>
Sent: Thursday, March 11, 2021 2:42 PM
To: Joshua Kamens (Salica) <jkamens@salicatuna.com>
Cc: Joselyn Yap <jyap@shafer-haggart.com>; Daniel Tam <dtam@shafer-haggart.com>
Subject: IMP 45940 Admiral brand Pouch Flaked Tuna 1.22kg.

Hi Josh,

We have found 2 seal defects on IMP 45940 from Salica, please see attached photos for reference.

I have also attached the can code list.

Please investigate.

Kind regards,

Caoimhe Horan
QA Specialist
Ph. 604.669.5512 ext 113

