



Disputes

Jennifer M - 2019-02-06 - Manage Services

I'm a Distributor

What can I do if I had an issue on a Supplier transaction?

As a Distributor, you can submit an [ASI Supplier Performance Rating](#) based upon your completed transaction.

How do I find more information on a Supplier beyond their ratings?

Independent Distributor References are taken from the Distributors who have rated a Supplier via ESP on a completed transaction. These references will have the Distributor's contact information allowing other Distributors to connect with them on additional details about the Supplier transaction. Independent Distributor References can be found in ESP under the Supplier Details Page.

What if a Supplier is not matching a price on a product in ESP?

Please note that all products listed in ESP are subject to change without notice, Distributors will verify final pricing with the Supplier. As a Distributor, you may report this information back to ASI and we will follow-up with the Supplier to confirm current pricing and product information to update ESP accordingly. You may submit a Price Discrepancy via ESP under the Product Detail Page by clicking on "Report a Product Discrepancy".

A Supplier who is selling direct to the general public. Isn't that against ASI policy?

No, due to [Anti-Trust laws of the United States government](#), ASI is unable to dictate or interfere with the way a company runs their business. As a trade information center of the Advertising Specialty Industry, we publish who an ASI Supplier sells to via their Marketing Policy. Marketing Policy for an ASI Supplier can be found on the Supplier Details Page on ESP Web, ESP Online, and ASI Central.

A Supplier who is selling direct and it is not listed in their marketing policy. What can I do?

Please [email our ASI Member Support team](#) and ASI will contact the Supplier to review their marketing policy to determine if changes are necessary.

How do I dispute a Credit Rating from a Supplier?

Print the [ASI Transaction Verification Form](#) and sent this to the Supplier to complete. The [ASI Transaction Verification Form](#) form will have directions for the Supplier to complete and resubmit to ASI. In order for the transaction to be removed from your ASI Credit Report, ASI must have communication from the reporting Supplier.

I'm a Supplier

If I provided a resolution to a Distributor from an ASI Supplier Rating on my company, can I remove the rating?

If a Supplier provided resolution based on a rating, the Distributor has the option to retract the rating. If a supplier is questioning a rating or is stating that a resolution has been achieved, they must work with the Distributor to contact ASI to retract the rating.

Distributors can email a request to ratings@asicentral.com.

All communication must come from the Distributor.

Once a rating is retracted, it will be removed from ESP and ASI Central within 24-48 hours.

Can I dispute a rating on my company?

If a Distributor submits a rating with comments, as the Supplier, you will have five (5) business days to respond to the submitted comments. Supplier Ratings comments are limited to 150 characters and are reviewed by ASI Member Support prior to being posted in the ESP and ASI Central.

If a transaction was completed, the Supplier can email ratings@asicentral.com and the rating will be reviewed by ASI Member Support. When this happens:

- To prove a completed transaction, the Distributor must provide a purchase order number or an invoice number from the last 12 months from the date the rating was submitted.
- If the Distributor can provide a purchase order or an invoice number, the rating will remain in the system.
- If the Distributor cannot provide a purchase order or an invoice number, the rating will be retracted for no transaction.

If you and the Distributor have reached resolution based on the rating, the Distributor can request to retract the rating by emailing ratings@asicentral.com.

It is important to note that ASI does not provide mediation between Distributor and Supplier disputes due to [Anti-Trust laws of the United States government](#). ASI is not a governing body of the specialty advertising business. As an information services organization, ASI cannot dictate nor arbitrate disputes.

A Distributor has been a slow pay/non pay for a transaction. Is there anything ASI can do?

You can upload a report via [Connect](#) on the payment habits of an ASI Distributor. When logging in, please check the appropriate box on the Supplier Dashboard to access the Connect program. After logging into Connect, you can [upload a report](#).

Distributor/Supplier Issues

Please note that ASI does not provide mediation between Distributor and Supplier due to [Anti-Trust laws](#) of the United States Government. ASI is not a governing body of the specialty advertising business. As an information services organization, ASI cannot dictate

nor arbitrate disputes. We encourage direct communication between Distributor and Supplier on all matters.

Please review the [ASI Policies Overview](#) or for more information, review the [ASI Privacy and Security Policies](#).