

Lusahn Pet Products cc

"For Service Excellence"

PO Box 1081, Malmesbury, 7299

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Date 19 July 2016

To ICAR Service Center

Reporting an ICAR accredited - Non Compliance Manufacturer/Supplier.

As an Animal Recovery Service we use injectable microchip transponders (microchips) that we acquire from various ICAR accredited suppliers (who supply us the 900XX number range). We supply a credible ICAR adhering transponder to our clients with not one issue till date. We also have a local due diligence procedure for verification. We are proud to say that all Lusahn microchips adhere to ISO FDX-B (15 digit and from an ICAR supplier then they are uniquely numbered and recorded.

The products we supply is brilliant and quality is exceptionally high (from all the suppliers) but we need to report the following supplier for non compliance:

Beijing KingDoes RFID Technologies Co., Ltd.
Room 2201, Tower B, Runfengdeshang, ChaoYang District, Beijing 100101 P.R.China
liushuping110@hotmail.com
www.kingdoes.com

Reason being that :

We have a due diligence procedure to check (scan) each transponder, verify the barcode going with the syringe and then record it on a database who we sold it too. This ensures a "supply chain" record and we can detect any problems before we ship the products to our clients . We stopped ordering from the above supplier due to the following reasons :

1. We received duplicates (about 20-30) with same FDX-B numbers per shipment in separate batches of 5000 that we order from them every month. We reported this issue to Salina at Kingdoes who did not solve the problem, but rather send us a RFID burner to solve it on our own. This is not on as :
 - a. We cannot burn microchips and will not do it as it will damage both our credibility.
 - b. We looking for reimbursement and a fix and we received just promises till today.
 - c. I have emails from Kingdoes acknowledging the above with no action to reimburse us.

2. We scan and log all the microchips shipped against the buyers name to keep record where they go and then we also realize huge gaps in the sequential batch numbering - meaning that we were short shipped on about 60-80 on the batches (this is a non ICAR but private business related issue we addressing) but then the question. "What happened to the numbers that were short shipped" – did they go to another client and are recorded against our name? – Still awaiting feedback from Kingdoes.
3. For information they are currently harassing us on social media as we looking for credits on above and like overcharging on freight for shipments that we pay for – again a business issue but looks bad for both of us as they state we are not paying for shipments, but you can realize the issue at hand and we have a civil suit against them and reported them their local authorities.
4. We Guarantee that our Micro chipping products is high quality quality (ICAR, ISO adhering etc.) with both products and service and the above is not allowed. Thus we doing their work to ensure the standards are upheld and we are rather order from other ICAR accredited suppliers.

For any further information please contact Johan on 0027224857310 or lusahn@telkomsa.net.


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Johan du Toit

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