**From:** BD Claims <claims@bd.com>  
**Sent:** Friday, June 10, 2022 3:20 PM  
**To:** John Savage <john\_savage@bd.com>; McDonald Onuzurike <mcdonald\_onuzurike@bd.com>; Damonte Brown <Damonte.Brown@bd.com>; Jane Moxley <Jane.Moxley@bd.com>; Pablo Rosario <Pablo.Rosario@bd.com>  
**Subject:** Investigation Request Case# 02393028 – ST JOHN HOSPITAL & MEDICAL CENTER, DETROIT, MI – High

**EXTERNAL EMAIL - Use caution opening attachments and links.**

Your teams investigation has been requested on the following claim. Please review and respond with your results within 4 working days. Please do not change the subject of this email so the system is able to associate your investigation response appropriately.

Investigation Request Notes: ONLY 1 OF THE 3 TRACKING NUMBERS IS SHOWING DELIVERED. NO INFO ON THE OTHERS FOUND. SHORT 10EA OF #443712 $17,049.60 OB DEL#6023201717 SHIPMENT#7114266832

Case #: 02393028

Priority : High

Order #: 5007076919

PO #: 340300000313963

PO Date: Wed Dec 15 00:00:00 GMT 2021

Invoice #: 9011619046

Invoice Date: Mon Dec 20 00:00:00 GMT 2021

Ship-To: Ascension St John Hospital

Ship-To ERP Account Number: 1001095468

Ship-To ERP Account Name: ST JOHN HOSPITAL & MEDICAL CENTER

Ship-To ERP Account Address: 22101 MOROSS RD

Ship-To ERP City State: DETROIT, MI

Ship-To ERP Account Zip Code: 48236

Sold-To: ASCENSION HEALTH MINISTRY SVC CTR

Sold-To ERP Account Number: 1001106200

Sold-To ERP Account Name: ASCENSION HEALTH MINISTRY SVC CTR

Sold-To ERP Account Address: PO BOX 33902

Sold-To ERP City State: INDIANAPOLIS, IN

Sold-To ERP Account Zip Code: 46203

Delivery Document Number/Packing Slip:

Contact: Stephanie Prado

Claim Reason: Shortage

Description of Claim: Customer short paid due to Shortage Details below Total Deduction$17049.6 Ap Contact [brian.yahne@ascension.org](mailto:brian.yahne@ascension.org) CUST ACCT CUSTOMER NAME REASON: ASSIGNMENT# INVOICE# 1001011595 ASCENSION HEALTH MINISTRY SVC SS 9011619046 9109181449 LINE-PROD-Qty UoM: 20-443712-10 [EA@$1704.96](mailto:EA@$1704.96)

Products and Serial/Lot Numbers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product Number** | **Product** | **Batch/Lot** | **Amount** | **Expected Price** |
| 443712 | Kit BD MAX Vaginal Panel | 1266906 | 51148.8 | 1136.64 |