

North America Regional Work Instruction



Document Number: NA-RBI-18-02-F1

Revision Level: 01

Title: Claim Cover Sheet

Page 1 of 2

Complete this form with Customer Claim Investigation per NA-RBI-18-02 and NA-RPR-18			
Date	Customer Name	Case Number	Shipment Number
15Aug2023	RGH Enterprises Inc	03740834	7115618727
Carrier	Delivery Number	Claims Evaluation Documentation Attached?	
EXLA-LTL	6027754658	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Customer Claim			
SHORTAGE			
Investigation			
INDETERMINATE RE: Item(s) Listed – (50-7510) INVOICE –9111533637 <ul style="list-style-type: none"> All reports show item was picked and shipped correctly from FODC without any confirmed validating adjustments to date. A copy of the POD showed that that the order was delivered and denotes reflect 6cs short at the time of delivery. Carrie and customer acknowledge there was a discrepancy, however it's not clear what the item/product is short. <p>The following reports were reviewed in the conclusion process:</p> <ul style="list-style-type: none"> Loading History by Order or Trailer Report Pick History Report Lot Level Activity Report Order Cuts Report SAP Report MB51 & MM03 QN Pallet Report <p>Claims or Returns Review Report are currently not available</p>			
Investigation Results		<input type="checkbox"/> Valid <input type="checkbox"/> Invalid <input checked="" type="checkbox"/> Indeterminate	
Source of Failure		<input checked="" type="checkbox"/> Carrier <input type="checkbox"/> DC <input type="checkbox"/> Customer Error	
If Valid, Reference one of the following: QN, CAPA, Formal Email Notification Date, or Carrier Claim Reference Number:		Non-applicable	
Completed By (sign and date):		<i>Vanilla Daniels</i> 21Aug2023	

THIS SUBJECT MATTER IS RESTRICTED SOLELY FOR THE USE OF BECTON DICKINSON AND COMPANY AND BD SUBSIDIARIES

Revision History

Rev	Revision Description	ECO No.	Author/ Requested By
01	Initial Release. Document content was duplicated from FODC-CS-FM-1009	500000266260	Curtis Clarkson

THIS SUBJECT MATTER IS RESTRICTED SOLELY FOR THE USE OF BECTON DICKINSON AND COMPANY AND BD SUBSIDIARIES

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: Please perform a cycle count, customer reported shortage on item #50-7510. Please advise if this a bd error, customer error or carrier error

Case #: 03740834

Priority : High

Order #: 5009077051

PO #: 1011930476

PO Date: Fri Jul 14 00:00:00 GMT 2023

Invoice #: 9015270827 - **9111533637**

Invoice Date: Wed Jul 19 00:00:00 GMT 2023

Ship-To: Rgh Enterprises Assuramed Patient Assistance Program

Ship-To ERP Account Number: 1001079222

Ship-To ERP Account Name: RGH ENTERPRISES INC INDEPENDENCE MEDICAL

Ship-To ERP Account Address: 2854 NE 181ST AVE BLDG F

Ship-To ERP City State: PORTLAND, OR

Ship-To ERP Account Zip Code: 97230

Sold-To: Rgh Enterprises Inc

Sold-To ERP Account Number: 1001079220

Sold-To ERP Account Name: RGH ENTERPRISES INC

Sold-To ERP Account Address: 1810 SUMMIT COMMERCE PARK

Sold-To ERP City State: TWINSBURG, OH

Sold-To ERP Account Zip Code: 44087

Delivery Document Number/Packing Slip: **6027754658**

Contact: RGH GMB-CHH-APINQUIRIES

Claim Reason: Shortage

Description of Claim: Shortage

Products and Serial/Lot Numbers

Product Number	Product	Batch/Lot	Amount	Expected Price
50-7510	PLEURX DRAINAGE KIT 1000ML	0001520153	15552.0	

7115618727

19Jul2023

EXLA-LTL

01980378201

Vanilla Daniels

From: BD Claims <claims@bd.com>
Sent: Tuesday, August 15, 2023 1:00 PM
To: Vanilla Daniels; Barbara Maye; Jesse Holmes; Joanne Wresch
Subject: Investigation Request Case# 03740834 – RGH ENTERPRISES INC INDEPENDENCE MEDICAL, PORTLAND, OR – High
Attachments: PO1011930476 1.pdf; PO1011930476.pdf

This Message Is From an External Sender

Use caution opening attachments and links

Report Suspicious

EXTERNAL EMAIL - Use caution opening attachments and links.

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50-7510	PLEURX DRAINAGE KIT 1000ML	0001520153	15552.0	

SHIPMENTS AND DELIVERIES

Shipments and deliveries

7115618727

6027754658

Outbound Delivery 6027754658 Display: Overview

Post Goods Issue

Outbound delv. 6027754658 Document Date 07/17/2023

Ship-to party 1001079222 RGH ENTERPRISES INC / 2854 NE 181ST AVE / PORTLAND OR 97230-6937

Item Overview Picking Loading Transport Status Overview Goods Movement Data

Pick Date/Time 07/17/2023 22:50:00 OvrllPickStatus C Fully picked

Warehouse No. OverallWMStatus No WM trnsf ord reqd

Item	Material	Plant	S Loc	Deliv. Qty	Un	Picked Qty	Un	Batch	B...	P/V	Stag. Date	Matl...	Val. Type	Description
10	50-7510	1215	1000	24	CAS	24		CAS 0001520153	C		07/17/2023	22:50:00		Pleuro Drainage Kit with 1000mL Vacuum E

Pick History

Four Oaks, NC
All picks for a given order.

Order:

*

Order	Shipment	TASK_CMPL_REF_NBR	Task Cmpl DTTM	User	Description	SKU	Batch	LPN	Pull Loc	Ea Qty	Ca Qty	SCAC
630611	7115618727	490629181	Jul 18, 2023 11:36:07 PM	10334873	STD Pik frm Rsv Full nVAS nOVP 50 Stac	50-7510	0001520153	490629181	16-017-40-0	240	24	EXLA
										240	24	

Printed: Aug 21, 2023 - 1:27:05 PM

Page: 1

Loading History by Order or Trailer

Four Oaks, NC
 Loading history for a specific order or trailer to confirm all oLPNs have been loaded.

Order: *
 BD Shipment: 7115618727
 Trailer: *

Order	WMS Shipment	BD Shipment	Dsg Ship via	Order Status	Loaded By	Loaded DTTM	LPN	LPN Status	Parent LPN	SKU	Staging Lane	Batch	Cases	Picked	Trailer
630611	7115620177	7115618727	EXLA	Shipped	10372578	Jul 19, 2023 6:28:36 AM	490629181	Shipped	00103829007016035175	50-7510	OB052	0001520153	24	24	514116
													24	24	

Lot Level Activity Report

Four Oaks, NC
All inventory transactions by SKU, Batch, and User

SKU: 50-7510
Lot: 0001520153
User: *

TASK_ID	SKU	Lot	Order	Trans. DTTM	TASK_ID	Task Description	Begin Loc.	End Loc.	iLPN	Each	Case	Task Type	Invn Need Type	User
13712810	50-7510	0001520153	630611	18-JUL-23 17:07	13712810	STD Pik frm Rsv Full nVAS nOVP 50 Stac	16-017-40-0		490629181	240	24	56	2	10334873
										240	24			

Cuts Report

From Date: Jul 12, 2023
To Date: Jul 26, 2023

Four Oaks, NC
Details of Short Shipped Order Lines by Date Range

Updated Date	Cut Category	SAP Order Number	Order	SAP Shipment	Ship To	Dest Country	Item	Item Desc	Alloc Type	Original Qty	Ad Ord Qty	Shipped Qty	Cancelled Qty	Order Status	JDE Shipment	WMS Shipment	Batch	Status
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Non-applicable - No applicable matches found

DO Detail - Distribution Order

Actions Tools

Distribution Order ID: 6027754658 Distribution Order type: Customer Order Transportation status: Planned
Business Unit: Becton Dickinson Ordered date/time: 7/17/23 12:52 EDT Fulfillment status: Shipped

General	Pickup/Delivery	Fulfillment	Shipping	Miscellaneous	Audit	DO Lines	ASNs	LPNs	Documents
Transportation responsibility:	Shipper	Original order:	Yes	Billing method:	Prepaid				
Has split:	No	Must release by date/time:		Business partner:					
Parent order ID:	630611	Canceled:	No	Sales/Purchase Order:	5009077051				
Order type:	STD	Channel type:		Suspended:	No				
External system Sales/Purchase Order:	1011930476	External Distro number:		Prod schedule reference number:					
Backordered:	No	Shipment ID(s):		Product class:					
Monetary value:		Perishable:	No	Delivery options:					
Original budgeted cost:		Protection level:		Inbound geo region:	RGNLESS_IB				
Budgeted cost:		Commodity code:		Outbound geo region:	01				
Actual cost:		Hazardous Materials:	No	Destination action:					
Hazardous Material code:		Received:	No	Transportation planning owner:					
Hazardous materials offeror name:		Chase eligible:	No	Auto Appointment:	No				
Source Order:		Delivery channel:		Order Streaming:	No				

Custom Attributes

Misc charges: DowngradeShipVia: CCAR:
CSER: FREIGHT_TERMS: FOB PER BD TERMS & CONDITIONS SHIP_TO_LICENSE:
SHIPTO_CAREOF: SHIPTO_NAME3: INDEPENDENCE MEDICAL ERP_SOURCE: SAP
SOLDTO_LICENSE_NBR:

Sizes

Original estimated number of pallets: 0 Original estimated number of LPNs: 0
Final estimated number of pallets: 0 Final estimated number of LPNs: 0
Actual number of pallets: 0 Actual number of LPNs: 0

NMFC Freight Class	Quantity	Weight	Volume
FAK	300 EA		
Total	300 EA		

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General	Pickup/Delivery	Fulfillment	Shipping	Miscellaneous	Audit	DO Lines	ASNs	LPNs	Documents
Quick filter	Line number:	Item:	Line status:	Has error:					
Displaying 1 - 3 of 3 (1 selected)									
Line Number	Line Type	Item	Original Order Qty	Order Qty	Order Qty in Base UOM	Planned Weight	Planned Volume	Line Status	Wave allocation type
10	Item	50-7510	240 EA	240 EA	240 EA			Shipped	STD - Standard Allocation
20	Item	50-7500B	30 EA	30 EA	30 EA			Shipped	STD - Standard Allocation
30	Item	50-7500B	30 EA	30 EA	30 EA			Shipped	STD - Standard Allocation



SHIPMENT PACKING LIST



SOLD-TO 1001079220 RGH ENTERPRISES INC 1810 SUMMIT COMMERCE PARK TWINSBURG , OH 44087-2300 USA				Page 1 of 1 Warehouse Release Date: 2023-07-17 CARRIER: ESTES EXPRESS LINES FRT POLICY: FOB PER BD TERMS & CONDITIONS MODE: 32 Truck LTL- 1 Carrier		SHIP-TO 1001079222 RGH ENTERPRISES INC INDEPENDENCE MEDICAL BLDG F 2854 NE 181ST AVE PORTLAND , OR 97230-6937 USA Contact: 330 963 6998		SHIP-FROM A215 Becton Dickinson and Company BD Supply Chain Ops 130 Four Oaks Parkway Four Oaks , NC 27524 USA			
HANDLING UNIT ID CUSTOMER ORDER	SALES ORDER DELIVERY	SO ITEM DLV ITEM	BD PRODUCT CUSTOMER PRODUCT	PRODUCT DESCRIPTION CONFIGURABLE MODEL NO.		BATCH NO/ SERIAL NO.	EXPIRY ORDER QTY	QTY SHIPPED QTY OUTST.	SHIP UOM	EA PER SHIP UOM	R
00103829007016035175	5009077051	000030	50-7510 GTIN#50885403090705	Pleurx Drainage Kit with 1000mL Vacuum B		0001520153	11/19/2025	240			
1011930476	6027754658	000010	DB507510EP				24	0	EA	1	
00103829007016035359	5009077051	000040	50-7500B GTIN#50885403090712	Pleurx Drainage Kit with 500mL Vacuum Bo		0001505014	07/20/2025	30			
1011930476	6027754658	000020	DB507500BEP				3	0	EA	1	
	5009077051	000070	50-7500B GTIN#50885403090712	Pleurx Drainage Kit with 500mL Vacuum Bo		0001505014	07/20/2025	30			
1011930476	6027754658	000030	DB507500				3	0	EA	1	
ACT.SHIP DATE	#PALLETS	#BOXES	TOTAL GROSS WEIGHT(KG/LBS)		TOTAL VOLUME (M ³ /ft ³)	TRAILER NO.	PRO NO.	SEAL NO.	CARRIER TRACKING NUMBER		
07/19/2023	2	30	147.188/324.494		1.819/64.238	514116	01980378201	5219099	(402)03829071156187271		

Printed 07/19/2023

Time

Customer Service

**INVOICE: 9111533637**

Becton, Dickinson and Company
Tel: 855 417 1969
Email: Collections@bd.com
Federal ID No: 22-0760120
DUNS: 00-129-2192
www.bd.com

PLEASE REMIT TO: Becton, Dickinson and Company
21588 Network Place
Chicago IL 60673-1215

BILL-TO:

RGH ENTERPRISES INC
1810 SUMMIT COMMERCE PARK
TWINSBURG OH 44087-2300

SHIP-TO:

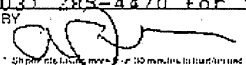
RGH ENTERPRISES INC
2854 NE 181ST AVE
PORTLAND OR 97230-6937

Customer Account:	Customer PO:	Invoice Date:	Payment Terms:	Page:
1001050979	1011930476	07/19/2023	Net 30 Days	1 of 2

BD Sales Document: 5009077051	Drop Ship Reference:	Contact: CTC-BATCH
BD Delivery: 6027752301	Mode of shipment: Parcel Ground	Shipped From: BD Distribution Center 2200 West San Bernardino Avenue Redlands, CA 92374-5008
Carrier Reference: FDXG07192023	Carrier: FEDEX CORP	Freight Terms: FOB PER BD TERMS & CONDITIONS

LINE	PRODUCT NUMBER / GTIN	PRODUCT DESCRIPTION / CUSTOMER PRODUCT	QUANTITY SHIPPED	UOM SOLD	UNIT PRICES	TOTAL AMOUNTS	TAX/ NONTAX
10	305945 50382903059459	SafetyGlide Tuberculin Syringe 27G x 1/2 58305945	1.000	CAS	152.00	152.00	
50	305165 50382903051651	Regular Bevel Needle 21G x 1" (100 count 58305165	1.000	CAS	90.00	90.00	
80	309695 50382903096959	Luer-Lok Tip Control Syringe 10 mL (25 c 58309695	1.000	CAS	133.60	133.60	
90	367988 50382903679886	Vacutainer Plus Plastic Serum Tube with 58367988	1.000	CAS	391.00	391.00	
91	50-7510 50885403090705	Pleurx Drainage Kit with 1000mL Vacuum B DB507510EP	24.000	CAS	648.00	15,552.00	
92	50-7500B 50885403090712	Pleurx Drainage Kit with 500mL Vacuum Bo DB507500BEP	3.000	CAS	648.00	1,944.00	
93	50-7500B 50885403090712	Pleurx Drainage Kit with 500mL Vacuum Bo DB507500	3.000	CAS	648.00	1,944.00	

ORIGINAL

ESTES P.O. Box 25612, Richmond, VA 23260 www.estes-express.com		DELIVERY RECEIPT		EXLA													
DATE 07/19/23	ORIGIN ABD 019	DESTINATION PTL 222	PO# 1011930476														
SHIPPER B/L OR GRI NUMBER 115618727		ESTES REV.	ADV. REV.	BYD. REV.													
CONSIGNEE 0205504 RGH ENTERPRISES INC 2854 NE 181ST AVE BLDG F PORTLAND, OR 97230			PRO NUMBLH 019-8037820														
APPOINTMENT: 08/02 10:00 - 11:00			BILL CHARGES TO BECTON DICKINSON & CO SAINT LOUIS, MO 63166														
SHIPPER 1903935 BECTON DICKINSON 130 FOUR OAKS PKWY FOUR OAKS, NC 27524			# S/W SKIDS DEL'D INTACT <u>1</u> # SKIDS DEL'D <u>1</u> # EMPTY SKIDS RET'D <input type="checkbox"/> GOOD ORDER <input checked="" type="checkbox"/> SHORT <input type="checkbox"/> OVIH <input type="checkbox"/> DAMAGE DESCRIPT EXCEPTIONS <u>6 dms on 1 sup missing 24 dms on 16</u>														
# PCS	ITEM	DESCRIPTION OF ARTICLES AND SPECIAL MARKINGS		WEIGHT LBS	RATE												
		SHIPPER LOAD COUNT ***** Fuel Surcharge added at 22.00% BL--7115618727 ID--87.45 PO--1011930476 ID--7115618727 S/N-7115618727															
2		Thanks for shipping ESTES EXPRESS LINES Call (503) 285-4470 for inquiries regarding this shipment		261													
FIRM		BY 		<table border="1"> <tr> <td>Perkins & SVC</td> <td>Lump Sum SVC</td> <td>Surf & Day</td> </tr> <tr> <td>Construction Site</td> <td>Truck Deliv</td> <td></td> </tr> <tr> <td>Revised Truck</td> <td>Lit Code</td> <td>PC</td> </tr> <tr> <td colspan="3">Initial to Acknowledge Receipt of Service (s). Fees Apply</td> </tr> </table>		Perkins & SVC	Lump Sum SVC	Surf & Day	Construction Site	Truck Deliv		Revised Truck	Lit Code	PC	Initial to Acknowledge Receipt of Service (s). Fees Apply		
Perkins & SVC	Lump Sum SVC	Surf & Day															
Construction Site	Truck Deliv																
Revised Truck	Lit Code	PC															
Initial to Acknowledge Receipt of Service (s). Fees Apply																	
<small>Please check above properly in good condition except as noted above</small>		<small>* On delivery, if more than 30 minutes to load/unload may be subject to additional charges, see back.</small>		<table border="1"> <tr> <td>833</td> <td>834</td> <td></td> </tr> <tr> <td>852</td> <td>8-2-23</td> <td>2915</td> </tr> </table>		833	834		852	8-2-23	2915						
833	834																
852	8-2-23	2915															

ESTES P.O. Box 25612, Richmond, VA 23260 www.estes-express.com		DELIVERY RECEIPT		EXLA	
DATE 07/19/23	ORIGIN ABD 019	DESTINATION FTL 222	PG# 1011930476	019-8037820	
SHIPPER B/L OR GBL NUMBER 115618727		ESTES REV.	ADV REV.	BYD REV.	
CONSIGNEE 0205504 RGH ENTERPRISES INC 2854 NE 181ST AVE BLDG F PORTLAND, OR 97230				PRO NUMBER ZZZ	
APPOINTMENT: 08/02 10:00 - 11:00				BILL CHARGES TO 5008950	
SHIPPER 1903995 BECTON DICKINSON 130 FOUR OAKS PKWY FOUR OAKS, NC 27524				BECTON DICKINSON & CO SAINT LOUIS, MO 63166	
<input type="checkbox"/> S-W SKIDS DEL'D INTACT <input type="checkbox"/> # SKIDS DEL'D <input type="checkbox"/> # EMPTY SKIDS RET'D <input type="checkbox"/> GOOD ORULH <input type="checkbox"/> SHORT <input type="checkbox"/> OVER <input type="checkbox"/> DAMAGE DESCRIBE EXCEPTIONS:					
# PCS	HM	DESCRIPTION OF ARTICLES AND SPECIAL MARKINGS		WEIGHT/LBS	RATE
2		PT SAID TO CONTAIN PC 00030 PC ON SHIPPER WRAPPED SKIDS PC HOSPITAL/MEDICAL LABORATORY SUPPLIE S30 PC SHIPPER LOAD COUNT ***** SHIPMENT IDENTIFICATION NUMBER 71186 18727 GLN 0382909215007 SEAL NUMBER 5219099 CUSTOMER ORDER 5008077051 ED DELIVERY 6027754658		261	
---CONTINUED NEXT PAGE---					
FIRM	BY	<input type="checkbox"/> Revenue SVC <input type="checkbox"/> Longer SVC <input type="checkbox"/> Grading <input type="checkbox"/> Construction Svc <input type="checkbox"/> Health Care <input type="checkbox"/> Freight Broker <input type="checkbox"/> Lh Care <input type="checkbox"/> PC <input type="checkbox"/> WST			
Read the above properly. If good condition except as noted above.		Signature is valid only if made within 24 hours of load or load may be subject to additional charges service.		Initial to Acknowledge Receipt of Service(s). Fees May Apply.	

ESTES P.O. Box 25612, Richmond, VA 23280 www.estes-express.com		DELIVERY RECEIPT		EXLA	
DATE 07/19/23	ORIGIN ABD 019	DESTINATION PTL 222	PO# 1011930476		
SHIPPER B/L OR GRI NUMBER 115618727		ESTES REV.	ADV. REV.	BYD. REV.	
CONSIGNEE 0205504 RGH ENTERPRISES INC 2854 NE 181ST AVE BLDG F PORTLAND, OR 97230				PRO NUMBLH 019-B037820	
APPOINTMENT: 08/02 10:00 - 11:00				BILL CHARGES TO 5008964 BECTION DICKINSON & CO SAINT LOUIS, MO 63166	
SHIPPER 1903935 BECTION DICKINSON 130 FOUR OAKS PKWY FOUR OAKS, NC 27524		# S/W SKIDS DEL'D IN*AC1 <u>1</u> # SKIDS DEL'D <u>1</u> # EMPTY SKIDS RET'D <input type="checkbox"/> GOOD ORDER <input checked="" type="checkbox"/> SHORT <input type="checkbox"/> OVER <input type="checkbox"/> DAMAGE DESCRIBE EXCEPTIONS <i>6 ctns on 1 sup missing 211ctns on 1 sup</i>			
# PCS	ITEM	DESCRIPTION OF ARTICLES AND SPECIAL MARKINGS	WEIGHT/LBS	RATE	
		SHIPPER LOAD COUNT ***** Fuel Surcharge added at 22.00% BL--7115618727 ID--87.45 PO--1011930476 ID--7115618727 S/N-7115618727			
2		Thanks for shipping ESTES EXPRESS LINES Call (503) 385-4470 for inquiries regarding this invoice	261		
FIRM	BY <i>[Signature]</i>	<input type="checkbox"/> Delivery SVC <input type="checkbox"/> Construction Svc <input type="checkbox"/> Specialized Truck <input type="checkbox"/> Lumper SVC <input type="checkbox"/> Inside Dkr <input type="checkbox"/> Lift Gate <input type="checkbox"/> Sun & Dry <input type="checkbox"/> PC <input type="checkbox"/> WST	833	834	2915
<small>Handed this above property in good condition except as noted above</small> <small>* Shipper's liability max \$100,000 per 100 lbs. for loss or damage. May be subject to additional charges, see back.</small>		<small>Initial to Acknowledge Receipt of Service(s). Fees may apply</small>		852 8-2-23	