

North America Regional Work Instruction

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

Title: Claim Cover Sheet

Revision Level: 01

Page 1 of 2

Complete t	his form with Customer C	laim Investigation	n per N	A-RBI-18-02	2 and NA-RPR-18
Date	Customer Name	Case Numbe	r	Sh	ipment Number
16DEC2022	AMERISOURCE BERGEN	CS#02952737		7	115101830
Carrier	Delivery Number	Claims E	ation Attached?		
EXLA	6025844523		☑ Yes		□ No
Customer Claim					
SHORTAGE		Atro-			
Investigation					
RE: Item(s) Lister (NVOICE 911  All skus were 1 other class Skus shipper BOL provide EXLA track of the control	ore picked and shipped systemical im against this shipment to crossed as invoiced led & signed by Carrier & Custome ing shows delivered on 17NOV202 Reaching Corona, CA Notation by customer overage as ing reports were reviewed in the coy Report story Report istory & SKU Activity Report ctivity Report	ly from FODC on 11NOV reference CS#02952737 er for 3 pallets 22 nd refused 3 boxes conclusion process:			
	Investigation	Results 🗆	Valid	Invalid	□ Indeterminate
	Source of	Failure 🗆 🗅 (	Carrier	□ DC	Customer Error
	Formal Email Notification	I, CAPA, on Date.	N	/ <del>+</del>	
	or Carrier Claim Reference N Completed By (sign an	d date): Wena	ly D.	ioguara	lo 19DEC2022

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



North America Regional Work Instruction

Document Number: NA-RBI-18-02-F1 Revision Level: 01
Title: Claim Cover Sheet Page 2 of 2

**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

CS# 02952737 429303

Sold-To ERP City State: THOROFARE, NJ

Sold-To ERP Account Zip Code: 08086

Delivery Document Number/Packing Slip: 6025844523

Contact: Amerisource Accounts Payable

Claim Reason: Shortage

Description of Claim: EXTERNAL EMAIL - Use caution opening attachments and links. Enclosed please find credit request for a shortage claim. If you have any questions concerning the detail attached please contact abovendorservices@amerisourcebergen.com<mailto:abovendorservices@amerisourcebergen.com>. Please remit credit issued for this claim to: AmerisourceBergen Attn: Accounts Payable PO Box 247 Thorofare NJ 08086

### Products and Serial/Lot Numbers

Product Number	Product 1997	Batch/Lot	Amount	Expected Price
515052	INJECTOR N35-O	2202306	11980.0	
515060	PROTECTOR P13-O		5616.0	
515078	INFUSION ADAPTER C100-O		6764.8	
515064	PROTECTOR P20-O	2203405	4445.0	
515065	PROTECTOR P20-O MULTIPACK		9525.0	

AMERISOURCE BERGEN CORP CORONA CA 92881

6025844523

7115101830

EXLA LTL

11NOV2022

01980316649

Crasso

### Wendy Dioguardo

From:

BD Claims <claims@bd.com>

Sent:

Friday, December 16, 2022 12:52 PM

To:

Wendy Dioguardo; Barbara Maye; Hervé Mesa; Jesse Holmes; Joanne Wresch

Subject:

Investigation Reguest Case# 02952737 - AMERISOURCE BERGEN CORP #12, CORONA,

CA - 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: SHORT ITEM#515052(10 CS), 515060(4 CS), 515078(56 SP), 515064(7 CS), 515065(10 CS) \$38,330.80 OB DEL#6025844523 SHIPMENT#7115101830

Case #: 02952737

Priority: High

Order #: 5008192683

PO#: 012358007

PO Date: Wed Nov 09 00:00:00 GMT 2022

Invoice #: 9013729911

Invoice Date: Fri Nov 11 00:00:00 GMT 2022

Ship-To: AmerisourceBergen

Ship-To ERP Account Number: 1001004052

Ship-To ERP Account Name: AMERISOURCE BERGEN CORP #12

Ship-To ERP Account Address: 1851 CALIFORNIA AVE

Ship-To ERP City State: CORONA, CA

Ship-To ERP Account Zip Code: 92881

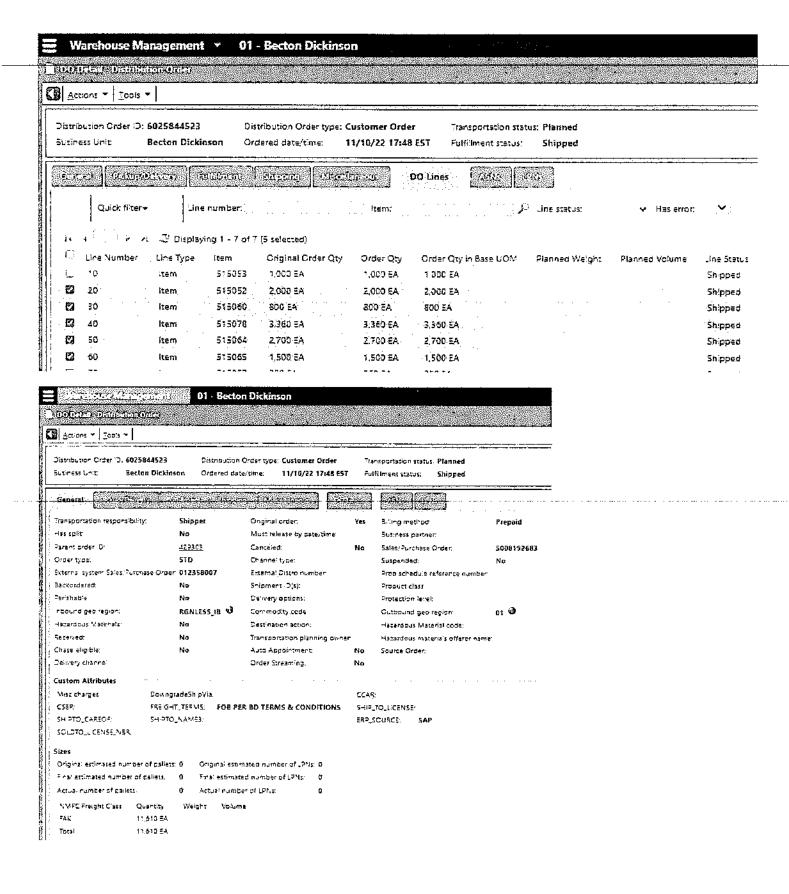
Sold-To: AMERISOURCE BERGEN CORP #12 ACCOUNTS PAYABLE

Sold-To ERP Account Number: 1001012525

Sold-To ERP Account Name: AMERISOURCE BERGEN CORP #12 ACCOUNTS PAYABLE

Sold-To ERP Account Address: PO BOX 247

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# Pick History

Four Oaks, NC All picks for a given order

Order:

SCAC EXLA EXLA EXLA EXLA EXLA EXLA Ca Qty 20 8 8 10 10 11 7 72 Ea Gty 2,000 1,280 2,000 800 160 700 1,500 1,920 1,920 .Pulf Loc 19194600 23071100 21042100 17175100 23071100 19118100 17169100 23071100 00003829005880833623 00003829005880833623 00003829005880833623 00003829005880833715 00003829005880833623 00003829005880833623 00003829005880833623 LPN 489998362 2202306 2203402 2203507 2203405 2204415 2203506 Batich 2203416 2203507 515054 515058 515058 515050 515078 515078 515064 515065 Description

3 STD Pik Irm Rsv Full nVAS nOVP 50 Stac

2 STD Pik Irm CSPk nVAS nOVP 50

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9 STD Pik Irm CSPk nVAS nOVP 50 User 10371843 10367942 10367936 10367938 10367938 10367938 Task Gripl DTTM
Nov 10, 2022 7:43:10 PM
Nov 10, 2022 7:43:11 PM Shipment 7115101830 7115101830 7115101830 7115101830 7115101830 7115101830 7115101830 7115101830 429303 429303 429303 Order 429303 429303 429303 429303 429303

Loading History by Order or Trailer Order: Four Oaks, NQ BD Shipment: Loading history for a specific order or trailer to confirm all oLPNs have beet Trailer:

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	User 10367938	User 10367938	User 10367938	User 10367938 10367942	10367938
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Lot Level Activity Report Four Oaks, NC All inventory transactions by SKU, Batch, and User	TASK_ID Task Description 10281919 STD PIk frm CsPk nVAS nOVP SO Lot Level Activity Report Four Oaks, NC All inventory transactions by SKU, Batch, and User	TASK_ID Task Description 10281919 STD PIK frm CsPk nVAS nOVP 50  Lot Level Activity Report Four Oaks, NC All inventory transactions by SKU, Batch, and User	TASK_ID Task Description 10281919 STD Pik frm CsPk nVAS nOVP 50 Lot Level Activity Report Four Oaks, NC All inventory Iransactions by SKU, Batch, and User	TASK_ID Task Description 10281919 STD Pik frm CsPk nVAS nOVP 50 10281920 STD Pik frm CsPk nVAS nOVP 50 1028191920 STD Pik frm CsPk nVAS nOVP 50 10281920 STD Pik frm CsPk nVAS nVAS nVAS nVAS nVAS nVAS nVAS nVAS	TASK_ID Task Description 10281919 STD PIK frm CsPk nVAS nOVP 50  Lot Level Activity Report
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Four Oaks, NC. All inventory transactions by SKU, Batch, and Uker	TASK_ID Task Description 10281865 STD PIK frm Rsv Full nVAS nOVP 50 Stac Lot Level Activity Report Four Oaks, NC All inventory transactions by SKU, Batch, and User	Task Description STD Pik Irm CsPk nVAS nOVP 50
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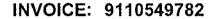


# DELIVERY PACKING LIST



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MO	A215 Becton Dickinson and Company PO Sumply Choir One	be Supply Crieff Ops 130 Four Oaks Parkway Four Oaks , NC 27524 USA		MATERIAL GR.WGT. (KG / LBS)	9.94 21,91	20.80 45.86	12.25 27.00	26.28 57.94	19,71	15.12	43.20 95.24	30.00 66.14	6.03			TRAILER NO.	512835
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				EA PER SHIP UOM	250.00	200,00	200.00	160.00	160.00	100.00	100.00	150.00	250.00			_	349
	#12			SHIP	CAS	CAS	CAS	CAS	CAS	CAS	CAS	CAS	CAS			 PRO NO.	01980316649
	1001004052 AMERISÕURCE BERGEN CORP #12 1851 CALIFORNIA AVE	CORONA, CA 92881-0000, USA Contact: 909 371 2000		QUANTITY SHIPPED [1,234,567.89]	4.00	10.00	4.00	12.00	9.00	7.00	20.00	10.00	1.00			SHIPMENT NO.	7115101830 0
C	1001004052 AMERISOURCE BERGI 1851 CALIFORNIA AVE	CORONA, CA 92881-0 Contact: 909 371 2000		EXPIRY DATE (MM/ DD/YYYY)	10/31/2024	07/31/2024	02/29/2024	D2/29/2024	02/29/2024	p2/29/2024	02/29/2024	03/31/2024	03/31/2024		 		
SHIP-TO	AMERISOUF 1851 CALIFO	CORONA Contact:		BATCH NO! SERIAL NO	2205306	2202306	2203402	2203506	2203507	2203405	2203416	2204415	2110310	·	_	L TOTAL VOLUME (M3 / CFT.)	3,35/ 118,34
	EXLA	FOB PER BD TERMS & CONDITIONS	Truck LTL- 1 Carrier					-,	<del></del>	····	.,	,,				TOTAL MATERIAL WGT (KG / LBS)	180.03/ 396.90
Page 1 of 1	SHIP VIA / CARRIER : EXLA	FRT.POLICY FOB CONE	MODE Truck	PRODUCT DESCRIPTION HANDLING UNIT ID	ULTI :894	1887	7887	₹ C100-O 887	894	.887	245	PROTECTOR P20-0 MULTIPACK 00103829007013652887	INJECTOR LOCKING N40-0 MULTI 00103829007013652894			TOTAL GROSS WEIGHT (KG / LBS)	228.03/ 502.72
				-	INJECTOR N35-0 MULTI 00103829007013652894	INJECTOR N35-0 00103829007013652887	PROTECTOR P13-0: 00103829007013652887	INFUSION ADAPTER C100-0 00103829007013652887	00103829007013652894	PROTECTOR P20-0 00103829007013652887	00103829007013652245	TOR P20-0 007013652	3 LOCKING 007013652			# BOXES	7.7
	30RP #12	00(														ACT. SHIP DATE	11/11/2022
10	1001012525 AMERISOURCE BERGEN CORP #12	ACCOUNTS PAYABLE PO BOX 247 THOROFARE , NJ 08086-0000 USA		BD PROBUCT CUSTOMER PRODUCT	515053 GTIN# 50382905150536 515053	515052 GTIN# 50382905150529 515052	615060 GTIN# 50382905150604 615060	515078 GTIN# 50382905150789 515078		515064 GTIN# 50382905150642 515064		515065 GTIN# 50382905150659 515065	515057 GTIN# 50382905150574 515057			WAREHOUSE RELEASE ACT.	11/10/2022 11
SOLD-TO	1001012525 AMERISOUF	ACCOUNTS PO BOX 247 THOROFARE		NO	0000010	000000	000000	0000040		000000		090000	000070		 	WAREHC	=

Customer Service





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 PO Box 28983

New York NY 10087-8983

BILL-TO:

AMERISOURCE BERGEN CORP #12 **ACCOUNTS PAYABLE** PO BOX 247 THOROFARE NJ 08086-0000

SHIP-TO:

AMERISOURCE BERGEN CORP #12 1851 CALIFORNIA AVE

CORONA CA 92881-0000

Customer Account:	Customer PO:	Invoice Date:	Payment Terms:	Page:
1001000141	012358007	11/11/2022	1.68% 28, Net 29 Days	1 of 1

BD Sales Document: 5008192683	Drop Ship Reference:	Contact: CTC-BATCH
BD Delivery: 6025844523	Mode of shipment: Truck LTL- 1 Carrier	Shipped From: BD Distribution Center 130 Four Oaks Parkway Four Oaks , NC 27524-7228
Carrier Reference: 01980316649	Carrier: ESTES EXPRRESS LINES	Freight Terms: FOB PER BD TERMS & CONDITIONS

LINE	PRODUCT NUMBER T	PRODUCT DESCRIPTION / CUSTOMER PRODUCT	QUANTITY SHIPPED	UOM SOLD	UNIT PRICES	TOTAL AMOUNTS	TAXI NONTAX
430	515053 50382905150536	INJECTOR N35-O MULTI 515053	4.000	CAS	1,497.50	5,990.00	
440	515052 50382905150529	INJECTOR N35-O 515052	10,000	CAS	1,198.00	11,980.00	
450	515060 50382905150604	PROTECTOR P13-O 515060	4.000	CAS	1,404.00	5,616.00	
460	515078 50382905150789	INFUSION ADAPTER C100-O 515078	21.000	CAS	483.20	19,147.20	
470	515064 50382905150642	PROTECTOR P20-O 515064	27.000	CAS	635.00	17,145.00	
480	515065 50382905150659	PROTECTOR P20-O MULTIPACK 515065	10.000	CAS	952.50	9,525.00	
490	515057 50382905150574	INJECTOR LOCKING N40-O MULTI 515057	1.000	CAS	1,542.50	1,542.50	
		NET PRICE SUBTOTAL SALES TAX SUBTOTAL GRAND TOTAL				61,945.70 0.00 61,945.70	
Discou 1.	nt 68 % USD 1,040.69 -	If paid by: 12/09/2022	TOTAL DUE: Due Date:	12/10/2	USD 022	61,945.70	

1. Any conditions specified by buyer to the contrary notwithstanding, the terms and conditions of sale set forth in your executed written agreement with BD or, if none, on the applicable BD order acknowledgement or price list sent to you ("Terms and Conditions") exclusively will govern the said by BD of those goods to buyer. No addition or modification of the Conditions will be be brinding on BD unders agreed to in writing signed by an authorized representative or BD. BD but has agreed to in writing signed by an authorized representative or BD. BD but has agreed to in writing signed by an authorized representative or BD. BD but has agreed to in writing signed by an authorized representative or BD. BD but has agreed to in writing signed by an authorized representative or BD. BD but has agreed to in writing signed by an authorized representative or BD. BD but has agreed to in writing signed by an authorized representative or BD. BD but has agreed to in writing signed by an authorized representative or BD. BD and to accurately report under sequence in the firms BD and to accurately report under any state or federal health care program the not cost actually pair by customer.

### Delivered

Delivery Completed - Partially Refused

### Shipment Details

Shipper Address

FOUR OAKS, NC 27524 US

Pickup Date

11/11/2022 3:03 PM

Pieces

77

Weight (lbs.)

555

Transit Days

4

### **Shipment History**

### **Delivery Details**

Consignee

CORONA, CAUS

Address

Appointment

11/17/2022 9:00 AM - 10:00 AM

Date.

Appointment Status Customer requested appointment

Delivery Date

11/17/2022 9:35 AM

Driver Name

Luis

### Reference Numbers

Estes PRO

0198031664

Number

Shipper Bill of

7115101839

Lading Number

DIM

143.06

Purchase Order

012358007

Number

Shipper Number

7115101839

### **Destination Terminal**

Name

RIVERSIDE

Address

10736 Cherry Avenue, Fontana, CA 92337 US

Email

CSRiversideCA@estes-express.com

Questions?

Contact us about this shipment

Need a delivery receipt or BOL?

Please try Image Retrieval & Viewing

Reported Delivery Date is subject to change upon verification.

Reported delivery time is subject to change based upon verification.

## 280 BULLIFLADING 405 1350 1502 19098 512835

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GLN #: 038 Becton Dicl 130 Four O Four Oaks, US	cinson aks Pa	ırkway				CARRIER # / I Trailer Numb Seal Number: SCAC: EXLA	er: 512835	5	RESS LINES	,	
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MASTER BI	LL OF	IADIN	G WITH ATTACHED BILI		<u> </u>						<del></del>
				SPE	CIAL IN	STRUCTION	4				
PURCHASE 01235800		R#	CUSTOMER ORDER# 5008192683	CUSTOMI 8D DELIVERY 6025844523	#	R INFORM, PURCHASE OF		CUST	OMER ORDER#	BD DELIV	ERY#
				<u></u>							
				CAR	RIER IN	FORMATIO	<u> </u>				<del></del> -
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PERMANENT POST OFFICE ADERESS OF SHIPPER: Becton, Dickinson and Company, One Becton Drive, Franklin Lakes, N) 07417 IN THE EVENT OF INABILITY TO DELIVERY OR REFUSAL OF ANY PORTION OF THIS SHIPMENT, NOTIFY SHIPPER AT 201,847,6633:

11/11/22 14:19:59

11/11/22 14:19:59

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