

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
14JUL2022	RGH ENTERPRISES	CS#02504132	7114727986
Carrier	Delivery Number	Claims Evaluation Documentation Attached?	
EXLA	6024555284	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Customer Claim			
SHORTAGE			
Investigation			
INDETERMINATE			
50-7510	PLEURX DRAINAGE KIT 1000ML	0001445379	33 CS
<p>All skus for this delivery 6024555284 left FODC on 22JUN2022 fulfilling invoice 9109906873 systemically No claims or inventory adj reports available in Cognos(WMS) – for visibility of any discrepancies No QN issued to date / NO claim against this shpmt to cross reference Nothing Cut from order SKU/LOAD/PICK Reports were reviewed Shipped as invoiced BOL provided and signed by Carrier for 2 pallets EXLA delivery receipt is confusing. It states not to deliver. Are they refusing shipment? See attachment</p>			
Investigation Results		<input type="checkbox"/> Valid <input type="checkbox"/> Invalid <input checked="" type="checkbox"/> Indeterminate	
Source of Failure		<input 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:		N/A	
Completed By (sign and date):		Wendy Dioguardo 19JUN2022	

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



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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

Sold-To ERP City State: TWINSBURG, OH

05# 02504132

Sold-To ERP Account Zip Code: 44087

272263

Delivery Document Number/Packing Slip: 6024555284

Contact: Lauren Kerber

Claim Reason: Shortage

Description of Claim: PO 1002411155 / SHORTAGE

Products and Serial/Lot Numbers

Product Number	Product	Batch/Lot	Amount	Expected Price
50-7510	PLEURX DRAINAGE KIT 1000ML	33cs 0001445379	5832.0	

RGH ENTERPRISES PORTLAND OR 97230

6024555284

7114727986

EXLA LTL

22JUN2022

0198021272

Wendy Dioguardo

From: BD Claims <claims@bd.com>
Sent: Thursday, July 14, 2022 6:53 PM
To: Wendy Dioguardo; Barbara Maye; Hervé Mesa; Jesse Holmes; Joanne Wresch
Subject: Investigation Request Case# 02504132 – RGH ENTERPRISES INC INDEPENDENCE MEDICAL, PORTLAND, OR – 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: FUN-please review shortage Item #50-7510 -9 CAS Amount \$5,832.00 Delivery #6024555284 Shipment #7114727986

Case #: 02504132

Priority : High

Order #: 5007646758

PO #: 1002411155

PO Date: Fri Jun 17 00:00:00 GMT 2022

Invoice #: 9012763915

Invoice Date: Wed Jun 22 00:00:00 GMT 2022

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

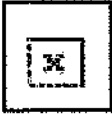
Ship-To ERP Account Zip Code: 97230

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



Pick History

Four Oaks, NC
All picks for a given order.

Order: *

Order	Shipment	Task Cmpl DTTM	User	Description	SKU	Batch	LPN	Pull Loc	Ea Qty	Ca Qty	SCAC
272263	7114727986	Jun 20, 2022 2:34:22 PM	10304583	STD Pk frm Rsv Full nVAS nOVP 50 Stat	50-7510	0001449373	489792863	24181400	240	24	EXLA
272263	7114727986	Jun 20, 2022 2:34:23 PM	10298509	STD Pk frm CsPk nVAS nOVP 50	50-7510	0001445379	00003929005876151540	19119100	90	9	EXLA

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Loading History by Order or Trailer

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

Order
BD Shipment
Trailer
7114727986

Order	WMS Shipment	BD Shipment	Box Ship via	Order Status	Loaded By	Loaded DTTN	LPN	LPN Status	Parent LPN	SKU	Staging Lane	Batch	Cases	Picked	Trailer
602455284	7114727946	7114727986	EXLA	Shipped	10346761	Jun 22, 2022 1:45:10 AM	489792863	Shipped	00103829007012227338	50-7510	OB053	0001445373	24	24	524177
602455284	7114727946	7114727986	EXLA	Shipped	10346761	Jun 22, 2022 1:45:08 AM	0000392900376151540	Shipped	00103829007012226298	50-7510	OB053	0001445379	9	9	524177



Lot Level Activity Report

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

SKU: 50-7510
Lot: 0001445379
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
8722183	50-7510	0001445379	272283	20-JUN-22 20:06	8722183	STD Plk frm Cspk nVAS nOVP 50	19-119-10-0		489306058	90	9	58	51	10298509

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Lot Level Activity Report

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

SKU: 50-7510
Lot: 0001449373
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
8722160	50-7510	0001449373	272263	20-JUN-22 20:06	8722160	STD Plk firm Rsv Full nVAS nOVP 50	24-181-40-0		489792863	240	24	56	2	10304583

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INVOICE: 9109906873

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	1002411155	06/22/2022	Net 30 Days	1 of 1

BD Sales Document: 5007646758	Drop Ship Reference:	Contact: CTC-BATCH
BD Delivery: 6024555284	Mode of shipment: Truck LTL- 1 Carrier	Shipped From: BD Distribution Center 130 Four Oaks Parkway Four Oaks, NC 27524-7228
Carrier Reference: 0198021272	Carrier: ESTES EXPRESS LINES	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
60	50-7510 50885403090705	Pleurx Drainage Kit with 1000mL Vacuum B DB507510EP	33.000	CAS	648.00	21,384.00	
70	50-7500B 50885403090712	Pleurx Drainage Kit with 500mL Vacuum Bo DB507500BEP	6.000	CAS	648.00	3,888.00	
110	50-7500B 50885403090712	Pleurx Drainage Kit with 500mL Vacuum Bo DB507500	4.000	CAS	648.00	2,592.00	
130	50-7245 50885403174870	Pleurx Lockable Drainage Line Set DB507245	1.000	CAS	230.21	230.21	
		NET PRICE SUBTOTAL				28,094.21	
		SALES TAX SUBTOTAL				0.00	
		GRAND TOTAL				28,094.21	
If paid by: 06/23/2022			TOTAL DUE: USD		28,094.21		
			Due Date: 07/22/2022				

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 sale by BD of these goods to buyer. No addition or modification of the Terms and Conditions will be binding on BD unless agreed to in writing signed by an authorized representative of BD. BD objects to other terms and conditions that may be proposed by the buyer. Acceptance by BD of buyer's purchase order(s), issuance of this invoice and shipment of goods to buyer are each expressly conditioned on buyer's assent to all of the Terms and Conditions. Copies of such Terms and Conditions will be made available on request.

2. The price shown on this invoice is net of discounts provided at the time of purchase. Some of the products listed on this invoice may be subject to additional discounts. The value of any rebates, discounts, incentives, or product provided at no charge to customer may constitute a "discount" or other reduction in price under Section 1126(b)(3)(A) of the Social Security Act (42 U.S.C. Sec. 1320a-7b(b)(3)(A)). Customer shall satisfy any and all requirements imposed on buyers relating to discounts or reductions in price, including, when required by law, to disclose all discounts or other reductions in price received from BD and to accurately report under any state or federal health care program the net cost actually paid by customer.

ORIGINAL



DELIVERY PACKING LIST



6024555284

SOLD-TO				Page 1 of 1		SHIP-TO		SHIP-FROM			
1001079220 RGH ENTERPRISES INC 1810 SUMMIT COMMERCE PARK TWINSBURG , OH 44087-2300 USA				SHIP VIA / CARRIER :EXLA		1001079222 RGH ENTERPRISES INC INDEPENDENCE MEDICAL BLDG F 2854 NE 181ST AVE PORTLAND , OR 97230-6937 , USA Contact: 330 963 6998		A215 Becton Dickinson and Company BD Supply Chain Ops 130 Four Oaks Parkway Four Oaks , NC 27524 USA			
				FRT.POLICY FOB PER BD TERMS & 							


Status

Picked Up

In Transit

Out for Delivery

Delivered

 **ES** Express Service

Shipment Details

Shipper Address FOUR OAKS, NC 27524 US
Pickup Date 06/22/2022 2:15 PM
Pieces 44
Weight (lbs.) 372
Transit Days 5

Shipment History

Delivery Details

Consignee Address PORTLAND, OR US
Delivery Date 06/30/2022 11:45 AM
Driver Name Chad

Reference Numbers

Estes PRO Number 0198021272
Shipper Bill of Lading Number 7114727986
DIM 109.47
Purchase Order Number 1002411155
Shipper Number 7114727986

Destination Terminal


Name PORTLAND
Address 13704 NE Airport Way, Portland, OR 97230 US
Telephone (503) 285-4470
Email CSPortlandOR@estes-express.com

Additional Information


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.

TRL	CHECKER	PCS.	CODE	TRL	CHECKER	PCS.	CODE	TRAVEL COPY
TRAILER NUMBER	DATE	ORIGIN	DESTINATION	TRL	CHECKER	PCS.	CODE	PRO NUMBER
	06/22/22	019 ABD	222 PTL				19094	019-8021272
CONSIGNEE RCH ENTERPRISES INC 2854 NE 181ST AVE BLDG F PORTLAND					Printed @ 7/06/22 4:42 ROUTE (CARRIERS F/B NO. DATE AND INTERCHANGE POINTS.) DT 46 Rt 99906 AGENTS Z/S:09			
SHIPPER BECTON DICKINSON 130 FOUR OAKS PKWY FOUR OAKS					SHIPPER BL OR GBL NUMBER 7114727986			
BILL CHARGES TO 								
NC 27524 OK-Y					019-8021272			
NO. PCS	HM	DESCRIPTION OF ARTICLES, NO SPECIAL MARKING			WEIGHT/LBS	RATE	TOTAL C	
44		*****PREPAID***** 1 Pallet, closed DIM 06-22-22 CUBE 109.47 UNITS PT PALLETS PC HOSPITAL/MEDICAL LABORATORY SUPPLIES SHIPPER LOAD COUNT ***** CUSTOMER ORDER 500764675B ----- Continued Next Page -----			392			
ESTES EXPRESS LINES (EXLA) 3901 W. Broad St. Richmond, VA 23230-3962								

Do not deliver
please work
ground, needs to
go to OSD
when you
get back

TRL	CHECKER	PCS.	CODE	TRL	CHECKER	PCS.	CODE	TRAVEL COPY
TRAILER NUMBER	DATE	ORIGIN	DESTINATION	TRL	CHECKER	PCS.	CODE	PRO NUMBER
	06/22/22	019 ABD	222 PTL				19094	019-8021272
CONSIGNEE RGH ENTERPRISES INC 2854 NE 181ST AVE BLDG F PORTLAND OR 97230				Printed @ 7/06/22 4:42 ROUTE (CARRIERS F# NO., DATE AND INTERCHANGE POINTS.)				
				SHIPPER BL OR GBL NUMBER 7114727986				
SHIPPER BECTON DICKINSON 130 FOUR OAKS PKWY FOUR OAKS NC 27524 OK-Y				BILL CHARGES TO  019-8021272				
NO. PCS.	HM	DESCRIPTION OF ARTICLES AND SPECIAL MARKINGS				WEIGHT/LBS	RATE	TOTAL C
		BD DELIVERY 6024555284 NO APPT NEEDED FOR 3 PALLETS OR LES S GLN 0382909215007 SEAL NUMBER 4299668 P/O-1002411155 BL--7114727986 ID--109.47 PO--1002411155 ID--7114727986 ----- Continued Next Page -----						
ESTES EXPRESS LINES (EXLA) 3901 W. Broad St. Richmond, VA 23230-3962								

TRL	CHECKER	PCS.	CODE	TRL	CHECKER	PCS.	CODE	TRAVEL COPY
TRAILER NUMBER	DATE	ORIGIN	DESTINATION	TRL	CHECKER	PCS.	CODE	PRO NUMBER
	06/22/22	019 ABD	222 PTL				19094	019-8021272
CONSIGNEE RGH ENTERPRISES INC 2854 NE 181ST AVE BLDG F PORTLAND OR 97230				Printed @ 7/06/22 4:42 ROUTE (CARRIERS F/B NO., DATE AND INTERCHANGE POINTS.)				
SHIPPER BECTON DICKINSON 130 FOUR OAKS PKWY FOUR OAKS NC 27524 OK-Y				SHIPPER B/L OR GBL NUMBER 7114727986				
BILL CHARGES TO 				019-8021272				
NO. PCS.	HM	DESCRIPTION OF ARTICLES AND SPECIAL MARKINGS			WEIGHT/LBS	RATE	TOTAL C	
44		S/N-7114727986 Terminal To Terminal Standard Date 06/29/22 <----- Totals ----->				372		
ESTES EXPRESS LINES (EXLA) 3901 W. Broad St. Richmond, VA 23230-3962								

BD BILL OF LADING

CARRIER'S RECEIPT AND AGREEMENT

Received, subject only to the rates, rules and charges agreed to in writing by Becton Dickinson and Company and Carrier at the time of shipment. Carrier, by signing the document, receives the property described below in apparent good order. Carrier agrees to deliver the shipment to the intended destination in the same condition as received. Carrier shall have the right in the case of physical necessity to forward this shipment by any carrier or route between the point of shipment and the point of destination. Carrier shall be liable for the full actual loss suffered as a result of carrier's failure to deliver this shipment in the same condition as count as tendered, unless otherwise agreed to in writing. Carrier shall deliver this shipment with reasonable dispatch, unless a delivery time is specified on this document, and provided to Shipper evidence of delivery upon request.

GLN #: 0382909215007
Becton Dickinson
130 Four Oaks Parkway
Four Oaks, NC 27524
US

DATE: 06/22/22 PAGE: 1 OF 1

CONSIGNEE AND DESTINATION: SHIP TO:
1001079222
RGH ENTERPRISES INC
INDEPENDENCE MEDICAL
2854 NE 181ST AVE
BLDG F
PORTLAND, OR 97230-6937
US

MASTER BILL OF LADING WITH ATTACHED BILLS OF LADING ☐

SHIPMENT IDENTIFICATION NUMBER

7114727986



CARRIER # / NAME: ESTES EXPRESS LINES
Trailer Number: 524177
Seal Number: 4299668
SCAC: EXLA

PRO NUMBER:
01980212723



SEND FREIGHT BILL TO:
BD C/O CASS INFORMATION SYSTEMS INC
PO BOX 67
ST LOUIS, MO 63166
USA

SPECIAL INSTRUCTION

NO APPT NEEDED FOR 3 PALLETS OR LESS

CUSTOMER ORDER INFORMATION

PURCHASE ORDER#	CUSTOMER ORDER#	BD DELIVERY#	PURCHASE ORDER#	CUSTOMER ORDER#	BD DELIVERY#
1002411155	5007646758	6024555284			

CARRIER INFORMATION

NO OF PKGS	HM	FREIGHT DESCRIPTION	ERG GUIDE	WEIGHT (LB's)	WEIGHT (KG's)	CUBE (CFT3)	CUBE (M3)
44		HOSPITAL/MEDICAL LABORATORY SUPPLIES		372.05	168.91	76.92	2.18
TOTAL 44		TOTALS		372.05	168.91	76.92	2.18

EMERGENCY CONTACT: Chemtec 1-800-424-9300 (Intl 1+7035273887) CCN2532

This is to certify the above named materials are properly classified, described, packaged, marked, labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

SHIPPER SIGNATURE

FREIGHT TERMS

FOB PER BD TERMS & CONDITIONS

CARRIER NAME:
ESTES EXPRESS LINES

CARRIER SIGNATURE

DATE / TIME
06/22/22 14:02:48

PALLET COUNT
2

PERMANENT POST OFFICE ADDRESS OF SHIPPER: Becton, Dickinson and Company, One Becton Drive, Franklin Lakes, NJ 07417 IN THE EVENT OF INABILITY TO DELIVERY OR REFUSAL OF ANY PORTION OF THIS SHIPMENT, NOTIFY SHIPPER AT 201.847.6633.

06/22/22 14:02:48