

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 inv	estigation per N	IA-RBI-18-0	2 and NA-RPR-18	
Date	Customer Name	Ca	se Number	SI	nipment Number	
03JAN2023	AMERISOURCE BERGEN	CS#	¢02993108	7	115125488	
Carrier	Delivery Number		Claims Evaluatio	on Document	ation Attached?	
AVRT	6025962827		☐ Yes		□No	:
Customer Claim						
SHORTAGE						
Investigation						
RE: Item(s) Lister INVOICE 911 All skus we No other of NO BOL ob AVRT track O The following re Pick Histor Location H Location H Order Cuts	re picked and shipped systemically laim against this shipment to cross tainable ing shows delivered on 30NOV202 Reaching Olive Branch, MS ports were reviewed in the conclusty Report story Report istory & SKU Activity Report ctivity Report Report	y from FOE reference 22 Sion proce	OC on 23NOV2022			
	Investigation	Results	□ Valid	∠ Invalid	□ indeterminate	
	Source of		☐ Carrier	□ ĐC	Customer Error	
	ilid, Reference one of the foll QN Formal Email Notification or Carrier Claim Reference N	, CAPA, n Date, umber:		NIA		
	Completed By (sign and	date):	Wandy Z	Pioguari	do 05JAN2023	

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

Sold-To ERP City State: THOROFARE, NJ

cs# 02993108

Sold-To ERP Account Zip Code: 08086

Delivery Document Number/Packing Slip: 6025962827

439718

Contact: Amerisource Accounts Payable

Claim Reason: Shortage

Description of Claim: SHORTAGE

Products and Serial/Lot Numbers

Product Number	The results of the product state of the second	Batch/Lot	Amount Expected Price
320122	PEN NDL 32G 4MM 100BX 1200 USA	2034099	8190.0
320119	PEN NDL 31GA 5MM 100BX 1200 USA	2130196	10080.0
320109	PEN NDL 31GA 8MM 100 BX 1200 USA	2095647	33390.0
328411	SYRINGE 1.0ML 30GA 1/2IN UF 10BAG 500CS	2164513	1217.3
324911	SYRINGE 0.5ML 31GA 6MM 10BAG 500CS	2199434	1391.2

AMERISOURCE BERGEN CORP OLIVE BRANCH MS 38654

6025962827

7115125488

AVRT LTL

23NOV2023

0529282796

Wendy Dioguardo

From:

BD Claims <claims@bd.com>

Sent:

Tuesday, January 3, 2023 9:43 AM

To: Subject: Wendy Dioguardo; Barbara Maye; Hervé Mesa; Jesse Holmes; Joanne Wresch Investigation Request Case# 02993108 – AMERISOURCE BERGEN CORP #27, OLIVE

BRANCH, MS - 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 for - Item # Multiples items - Amount # 54,268.50 - Outbound Delivery # 6025962827 - Shipment # 7115125488 Please attach pod, bol, shipment packing List and advise BD or Carrier Error. By :Appolinaire Ikuku

Case #: 02993108

Priority: High

Order #: 5008226811

PO#: 027369501

PO Date: Fri Nov 18 00:00:00 GMT 2022

Invoice #: 9013820549

Invoice Date: Wed Nov 23 00:00:00 GMT 2022

Ship-To: AmerisourceBergen

Ship-To ERP Account Number: 1001694996

Ship-To ERP Account Name: AMERISOURCE BERGEN CORP #27

Ship-To ERP Account Address: 12577 STATELINE RD

Ship-To ERP City State: OLIVE BRANCH, MS

Ship-To ERP Account Zip Code: 38654

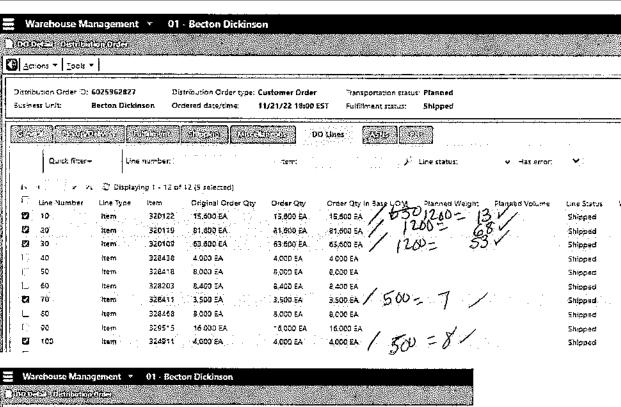
Sold-To: AMERISOURCE BERGEN CORP #27

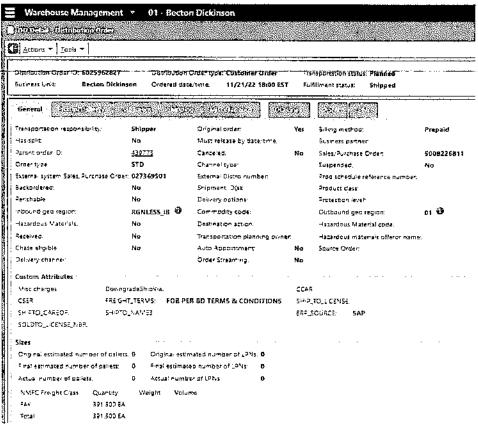
Sold-To ERP Account Number: 1001694998

Sold-To ERP Account Name: AMERISOURCE BERGEN CORP #27

Sold-To ERP Account Address: PO BOX 247

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Status overv	view & Display do	ocument	Evd	TMC - Dan	ucetie 71	15125488
Business partner 1	.001694996 AMERIS	OURCE BER				13123466
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hip-to party Item Overview	1001694996 E		JRCE BERGEN CORP #			BRANCH MS 38654-3801
Planned GI	11/23/2022 2	210	Total Weight	695,846	KG	
Actual GI date	11/23/2022 1	6:04	No.of packages		, ,	
All Items				. A Salah di Salah d	volum und 1 milion 9 Aut Maria Maria AAN (
All Items Itm Material	Delv.	. Qty	Un Description			B. ItCa P V Batch
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Itm Material 10 320122 20 320119	13 68	. Oty	CAS PEN NDL 320 CAS PEN NDL 310	A 5MM 1008X 1200	USA	ZIAN C 2034099 ZIAN C 2130196
Itm Material 10 320122 20 320119 50 320109	13 68 53	. Qty	CAS PEN NDL 320 CAS PEN NDL 310 CAS PEN NDL 310	A 5MM 100BX 1200 A 8MM 100 BX 1200	USA I USA	ZIAN C 2034099 ZIAN C 2130196 ZIAN C 2095647
Itm Material 10 320122 20 320119	13 68	. Oty	CAS PEN NDL 320 CAS PEN NDL 310 CAS PEN NDL 310 CAS SYRINGE 1,0M	A 5MM 1008X 1200	USA I USA IBAG 500CS	ZIAN C 2034099 ZIAN C 2130196





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papeo: wed	L.PN Status Shipped Shipped Shipped Shipped Shipped Shipped Shipped Shipped Shipped	Pull Log 27105150 27107160 25122100 25122100 27101100 23117100	End Loc. Page: 1	End Loc. Page: 1	End Loc. Page. 1	end Loc.	End Loc.
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×	00'der 602'3902'827 602'5902'827 602'5902'827 602'5902'827 Printed: Jan	000601 000601 439078 439778 439778 439778	TASK ID 15450761 Printed Jan	148%, ID 16480/81 10480/81 10480/82 10480/82 14 14 14 14 14 14 14 14 14 14 14 14 14	1ASK_ID 10430761	TASK, ID 10490751	TASK_(D 10490761 Priested Jan



DELIVERY PACKING LIST



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SOLD-TO	-10		Page 1 of 2		SHIP-TO 10016949B6	98				SHIP-FROM A215	W.			
1001694998 AMERISOU?	1001694998 AMERISOURCE BERGEN CORP #27	ORP #27	SHIP VIA / CARRIER :AVRT	AVRT	AMERISO 12577 ST	AMERISOURCE BERGEN CORP #27 12577 STATELINE RD	SEN CORP	¥27		Becton Dic	Becton Dickinson and Company BD Supply Chain Ops	ompany		
PO BO THOR(USA	PO BOX 247 THOROFARE , NJ 08086-0247 USA	21	FRT.POLICY FOB PER BD CONDITIONS	FOB PER BD TERMS & CONDITIONS	OLIVE BR Confact: 6	OLIVE BRANCH , MS 38654-3801 , USA Contact: 662 863 1047	38654-3801 7	, USA		130 Four O Four Oaks USA	130 Four Oaks Parkway Four Oaks , NC 27524 USA			
			MODE Truck I	Truck LTL- 1 Carrier.										
SHIPP	SHIPPING INSTRUCTIONS	This Delivery conta	This Delivery contains temperature sensitive	<u> </u>	oducts, Please see cartons for storage conditions.	for storage	conditions,							
NO	BD PRODUCT CUSTOMER PRODUCT	d	PRODUCT DESCRIPTION HANDLING UNIT ID		BATCH NO/ SERIAL NO	EXPIRY DATE [MM/ DD/YYYY]	GUANTITY SHIPPED [1,234,567.89]	SHIP	EA PER SHIP UOM	SALES ORDER CUST ORDER	MATERIAL GR.WGT. (KG / LBS)	VOLUME (M3 / CFT) [1,234,567.89]	STORAGE EMP SHIP TEMP	EMP R
000010	320122 GTIN# 50382903201223	PEN NDL 32G 4MM 100BX 1200 USA 00103829007013780672	100BX 1200 USA 672		2034099	02/28/2027	13.00	CAS	1,200.00	5008226811 027369501	25.65 56.55	0.4 40.4	Cntr.Tmp.(4 40C)	2
000020	320125 320119 GTIN# 50382903201193	PEN NDE 31GA 5MM 100BX 1200 USA 00103829007013780672 00103829007013780682	1100BX 1200 USA 672 889	~	2130196	05/31/2027	68.00	CAS	1,200.00	5008226811 027369501	146.20 322.32	19,81	0.56 Cntr.Tmp.(4 19.81 40C)	P.
000030	320109 GTIN# 50382903201094		100 BX 1200 USA 672	N	2095647	04/30/2027	53,00	CAS	1,200.00	5008226811 027369501	103.35 227.85	20.20	0.57 Cntr.Tmp.(4 20.20 40C)	2
000040	320 109 328438 GTIN# 50382903284387		SYRINGE 0.3ML 31G 8MM WHOLEUNIT 10BG 500 00103829007013780665		2220433	08/31/2027	8.00	CAS	500.00	5008226811 027369501	13.84	3.46	Room Temperalure	
000020	328418 328418 GTIN# 50382903284189		SYRINGE 1.0ML 31GA 8MM UFII 10BAG 500CS 00103829007013780665		2220190	08/31/2027	16.00	CAS	200.00	5008226811 027369501	34.40 75.84	7.20	Room Temperature	
090000	328416 328203 GTIN# 50382903282031		PEN NOL 29GA 12.7MM 100 BX 1200 USA 00103829007013780672		2123114	05/31/2027	7.00	CAS	1,200.00	5008226811 027369501	14,29	0.08	Cntr.Tmp.(4 to 40C)	<u></u>
020000			SYRINGE 1.0ML 30GA 1/2IN UF 10BAG 500CS 00103829007013780672		2164513	66/30/2027	2.00	CAS	200.00	5008226811 027369501	15.05 33.18	3,14	Room Temperature	au
000000			SYRINGE 0.5ML 31GA 8MM UFII 10BAG 500CS 00103829007013780665		2241002	09/30/2027	16.00	CAS	200.00	5008226811 027369501	30.72 67.73	0.21 7.31	Room Temperature	<u>.</u>
060000			PEN NEEDLE AUTOSHIELD DUO 30GX5MM USA 00103829007013780665 00103829007013780672		2091889	05/31/2025	18.00	CAS	800.00	5008226811 027369501	71.33 157.27	0.06	Room Temperature	Φ
	2		1		2091891	05/31/2025	2,00	CAS	800.00		7.93	1.34		
000100	324911 GTIN# 50382903249119		SYRINGE 0.5ML 31GA 6MM 10BAG 500CS 00103829007013780672		2199434	07/31/2027	8.00	CAS	500.00	5008226811 027369501	15.36 33.86	0.10 3.46	Cntr.Tmp.(4 40C)	2
000110		PEN NDL 32G 6MM 3B TW 100CT US 00103829007013780689	3B TW 100CT US 689		2172169	07/31/2027	6.00	CAS	1,200.00	5008226811 027369501	11.82 26.06	2.30	Cntr. Tmp.(4 1	9
000120			PEN NDL 32G 4MM PRO 100 BOX 1200 US 00103829007013780450		2152811	06/30/2027	108.00	CAS	1,200,00	5008226811 027369501	147.96 326.20	1,17	Cntr.Tmp.(4 40C)	2
	20020	00103829007013780689	689		2159732	66/30/2027	23.00	CAS	1,200.00		31.51	0.25 8.76		
WARE	WAREHOUSE RELEASE ACT .	ACT . SHIP DATE # BOXES	TOTAL GROSS WEIGHT (KG / LBS)	TOTAL MATERIAL WGT (KG / LBS)	L TOTAL VOLUME (M3 / CFT;)		SHIPMENT NO	PRO NO.	Ö	CARRIER CODE	TRAILER NO		SEAL NO.	#PLTS
	11/21/2022 11/	11/23/2022 365	918,45/2,024.83	854.45/ 1,883.73	6.33/223.44		7115125488 0	0529282796	962	AVRT	540811		4556093	4

Customer Service

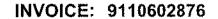


DELIVERY PACKING LIST



<u> </u>		œ		TS	
		EMP		#PLTS	7
		STORAGE TEMP SHIP TEMP	m m	SEAL NO.	4556093
	npany	VOLUME (M3 / CFT) [1,234,567,89]	0. 4 0. 4 0. 3 0. 3		₹
MC	Becton Dickinson and Company Bo Supply Chain Ops 130 Four Oaks Parkway Four Oaks , NC 27524 USA	MATERIAL GR.WGT. (KG / LBS)	36.24	TRAILER NO.	540811
SHIP-FROM	Becton Di BB Suppli 130 Four Four Oakk	SALES ORDER CUST ORDER		CARRIER CODE	AVRT
		EA PER SHIP UOM	1,200.00		396
	#27 , USA	SHIP	CAS	PRO NO.	0529282796
	AMERISOURCE BERGEN CORP #27 12577 STATELINE RD OLIVE BRANCH, MS 38654-3801, USA Contact: 662 863 1047	QUANTITY SHIPPED [1,234,567.89]	12.00	SHIPMENT NO.	7115125488 (
,	VINCE BER ATELINE R ANCH, MS 662 863 104	EXPIRY DATE [MM/ DD/YYYY]	06/30/2027		
SHIP-TO	AMERISC 12577 ST OLIVE BF Contact:	BATCH NO! SERIAL NO	2165548	TOTAL VOLUME (M3 / CFT;)	6.33/223.44
	RIER : AVRT FOB PER BD TERMS & CONDITIONS Truck LTL-1 Carrier		N N N N N N N N N N N N N N N N N N N	TOTAL MATERIAL WGT (KG / LBS)	854.45/ 1,883.73
Page 2 of 2	SHIP VIA / CARRIER: AVRT FRT.POLICY FOB PER BD CONDITIONS MODE Truck LTL-1	PRODUCT DESCRIPTION HANDLING UNIT ID		TOTAL GROSS WEIGHT (KG / LBS)	918.45/2,024.83
		<u>a</u>		# BOXES	365
	EN CORP #27 5-0247	r Suct		ACT SHIP DATE	11/23/2022
0	1001694998 AMERISOURCE BERGEN CORP #27 PO BOX 247 THOROFARE , NJ 08086-0247 USA	BD PRODUCT CUSTOMER PRODUCT		WAREHOUSE RELEASE	11/21/2022
SOLD-TO	100169 AMERIR PO BOX THORG USA	ITEM NO		WAREH	

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 #27 PO BOX 247 THOROFARE NJ 08086-0247

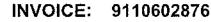
SHIP-TO:

AMERISOURCE BERGEN CORP #27 12577 STATELINE RD **OLIVE BRANCH MS 38654-3801**

Customer Account:	Customer PO:	invoice Date:	Payment Terms:	Page:	
1001000141	027369501	11/23/2022	1.68% 28, Net 29 Days	1 of 2	

BD Sales Document: 5008226811	Drop Ship Reference:	Contact: CTC-BATCH
BD Delivery: 6025962827	.Mode of shipment: Truck LTL- 1 Carrier	Shipped From: BD Distribution Center 130 Four Oaks Parkway Four Oaks NC 27524-7228
Carrier Reference: 0529282796	Carrier: AVERITT EXPRESS INC	Freight Terms: FOB PER BD TERMS & CONDITIONS

LINE	PRODUCT NUMBER /	PRODUCT DESCRIPTION / CUSTOMER PRODUCT	QUANTITY SHIPPED	UOM SOLD	UNIT PRICES	TOTAL AMOUNTS	TAX/ NONTAX
10	320122 50382903201223	PEN NDL 32G 4MM 1008X 1200 USA 320122	13.000	CAS	630.00	8,190:00	
20	320119 50382903201193	PEN NDL 31GA 5MM 100BX 1200 USA 320119	68.000	CAS	630.00	42,840.00	
30	320109 50382903201094	PEN NDL 31GA 8MM 100 BX 1200 USA 320109	53,000	CAS	630.00	33,390.00	
40	328438 50382903284387	SYRINGE 0.3ML 31G 8MM WHOLEUNIT 10BG 500 328438	8.000	CAS	173.90	1,391.20	
50	328418 50382903284189	SYRINGE 1.0ML 31GA 8MM UFII 10BAG 500CS 328418	16.000	CAS	173.90	2,782.40	
60	328203 50382903282031	PEN NDL 29GA 12.7MM 100 BX 1200 USA 328203	7.000	CAS	630.00	4,410.00	
70	328411 50382903284110	SYRINGE 1.0ML 30GA 1/2IN UF 10BAG 500CS 328411	7.000	CAS	173.90	1,217.30	







www.bd.com

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

PLEASE REMIT TO: Becton, Dickinson and Company

PO Box 28983 New York NY 10087-8983

Customer Account:	Customer PO:	Invoice Date:	Payment Terms:	Page:
1001000141	027369501	11/23/2022	1,68% 28, Net 29 Days	2 of 2

LINE	PRODUCT NUMBER / GTIN	PRODUCT DESCRIPTION / CUSTOMER PRODUCT	QUANTITY SHIPPED	UOM SOLD	UNIT PRICES	TOTAL AMOUNTS	TAX/ NONTAX
80	328468 50382903284684	SYRINGE 0.5ML 31GA 8MM UFII 10BAG 500CS 328468	16,000	CAS	173,90	2,782,40	
90	329515 50382903295154	PEN NEEDLE AUTOSHIELD DUO 30GX5MM USA 329515	20.000	CAS	628.16	12,563.20	
100	324911 50382903249119	SYRINGE 0.5ML 31GA 6MM 10BAG 500CS 324911	8.000	CAS	173,90	1,391.20	
110	320749 50382903207492	PEN NDL 32G 6MM 3B TW 100CT US 320749	6.000	CAS	630.00	3,780.00	
120	320550 50382903205504	PEN NDL 32G 4MM PRO 100 BOX 1200 US 320550	143.000	CAS	630.00	90,090.00	
		NET PRICE SUBTOTAL SALES TAX SUBTOTAL				204,827.70	
		GRAND TOTAL				204,827.70	
Disco	unt	If paid by:	TOTAL DUE:		USD	204,827.70	
1	I.68 % USD 3,441.11 -	12/21/2022	Due Date:	12/22/2	022		

1. Any conditions specified by buyer to the contrary notwinstanding, the terms and conditions of sale set forth in your 2. The price shown on this invoice is net of discounts provided at the time of purchese. Some of the products fisted on this executed written agreement with BD or, if none, on the applicable BD order acknowledgement or price list sent to you invoice may be subject to additional discounts. The value of any relations, discounts, lincentives, or product provided at no invoice may be subject to additional discounts. The value of any relations, discounts invoice in my constitute a "decount or other reduction in price" under Saction 128(b)(3)(a) of the Social Conditions with be binding on BD or unless agreed by an enabled conditions with set of the form and subpress of goods to buyer and set or progressly conditioned on buyers subject to addition or may be subject to additional discounts. The value of any relations, discounts, lincentives, or product provided at no time of our constitute a "decount or other reduction in price" under Saction 128(b)(3)(a) of the Social Security, 4ct (42 U S C Soc. 1320a-7/10)(3)(4)(4)(1) (2 I Social Soc

PRO Number: 0529282796

DELIVERED

NOTE: This shipment has delivered with the following noted delivery exception: Partially Refused

(Damaged/Over)

PICKUP INFORMATION

Shipper Name:

BECTON DICKINSON

Pickup Date: 11/23/2022

Pickup Time: 4:28 PM

Origin Point: FOUR OAKS, NC Pieces: 606

SHIPMENT INFORMATION

Weight: 4455.0

Bol Number: 7115125488

PO number 027361760

027369445 027369501

Hazmat

BILL TO INFORMATION

DELIVERY INFORMATION

Consignee

AMERISOURCEBERGEN

Name:

Date:

11/30/2022

Time:

10:49 AM

Delivery Point: OLIVE BRANCH, MS

Service Center MEMF Service Control MEMF

Delivery Name: Spearman

APPOINTMENT INFORMATION

COMMERCE INFORMATION

MORRISVILLE, NC

RELAY DEPARTURE

编 软化油油品

Delivery Date: 11/30/2022

Delivery Time: 6:00 AM to 11:00 AM

Delivery

ROBBY *

Contact:

Location:

Status:

Date/Time:	11/24/2022 2:10 AM
Status:	ORIGIN DEPARTURE
Location:	KERNERSVILLE, NC
Date/Time:	11/24/2022 3:33 AM
Status:	RELAY ARRIVAL
Location:	KERNERSVILLE, NC
Date/Time:	11/28/2022 7:53 PM
Status:	RELAY DEPARTURE
Location:	KNOXVILLE, TN
Date/Time:	11/29/2022 12:43 AM
Status:	RELAY ARRIVAL
Location:	KNOXVILLE, TN
Date/Time:	11/29/2022 2:39 PM

Location:	NASHVILLE, TN
Date/Time:	11/29/2022 5:35 PM
Status:	RELAY ARRIVAL
Location:	NASHVILLE, TN
Date/Time:	11/30/2022 3:08 AM
Status:	RELAY DEPARTURE
Location:	MEMPHIS, TN
Date/Time:	11/30/2022 7:19 AM
Status:	DESTINATION ARRIVAL
Location:	OLIVE BRANCH, MS
Date/Time:	11/30/202210:49 AM
Status:	DELIVERED

Questions? Please contact our National Call Center for assistance at 1-800-283-7488 or customerservice@averittexpress.com.