

Complete this form with Customer Claim Investigation per NA-RBI-18-02 and NA-RPR-18			
Date	Customer Name	Case Number	Shipment Number
28FEB2023	AMERISOURCE BERGEN	CS#03214699	7115282046
Carrier	Delivery Number	Claims Evaluation Documentation Attached?	
CTAY	6026464460	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Customer Claim			
SHORTAGE			
Investigation			
INVALID – CUSTOMER ERROR RE: Item(s) Listed – 306546 INVOICE 9110887470			
<ul style="list-style-type: none"> All skus were picked and shipped systemically from FODC on 02FEB2023 NO other claim against this shipment to cross reference Shipped as invoiced BOL provided and signed by Carrier & Customer for 11 pallets <ul style="list-style-type: none"> Delivered on 03FEB2023 Reaching Morrisville, NC <p>The following reports were reviewed in the conclusion process:</p> <ul style="list-style-type: none"> Pick History Report Loading History Report Location History & SKU Activity Report Lot Level Activity Report Order Cuts Report <p>No claims & adjustments report are available</p>			
Investigation Results		<input type="checkbox"/> Valid <input checked="" type="checkbox"/> Invalid <input type="checkbox"/> Indeterminate	
Source of Failure		<input type="checkbox"/> Carrier <input type="checkbox"/> DC <input checked="" 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 02MAR2023	

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

Sold-To ERP City State: THOROFARE, NJ

Sold-To ERP Account Zip Code: 08086

Delivery Document Number/Packing Slip: 6026464460

CS# 03214699

Contact: Becton Dickinson

ORD#504323

Claim Reason: Shortage

Description of Claim: Find credit request for a shortage claim.

Products and Serial/Lot Numbers

Product Number	Product	Batch/Lot	Amount	Expected Price
306546	SYRINGE 10ML REG PR SALINE 10ML FILL	2326189	5103.36	
306546	SYRINGE 10ML REG PR SALINE 10ML FILL	2349110	2551.68	

AMERISOURCE BERGEN MORRISVILLE NC 27560

6026464460

7115282046

CTAY FTL

02FEB2023

0096857

Wendy Dioguardo

From: BD Claims <claims@bd.com>
Sent: Tuesday, February 28, 2023 12:32 PM
To: Wendy Dioguardo; Barbara Maye; Jesse Holmes; Joanne Wresch
Subject: Investigation Request Case# 03214699 – AMERISOURCE BERGEN CORP, MORRISVILLE, NC – 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 - Amount # 7,655.04 - Outbound Delivery # 6026464460 - Shipment # 7115282046 Please attach pod, bol, shipment packing List and advise BD or Carrier Error. By :Appolinaire Ikuku

Case #: 03214699

Priority : High

Order #: 5008399081

PO #: 055826280

PO Date: Mon Jan 09 00:00:00 GMT 2023

Invoice #: 9014260108

Invoice Date: Thu Feb 02 00:00:00 GMT 2023

Ship-To: AmerisourceBergen

Ship-To ERP Account Number: 1001093855

Ship-To ERP Account Name: AMERISOURCE BERGEN CORP

Ship-To ERP Account Address: 120 TRANS AIR DR

Ship-To ERP City State: MORRISVILLE, NC

Ship-To ERP Account Zip Code: 27560

Sold-To: AmerisourceBergen

Sold-To ERP Account Number: 1001091435

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

Sold-To ERP Account Address: PO BOX 247

Document Flow

Status overview Display document

Business partner 1001093855 AMERISOURCE BERGI



Document

- Standard Order 5008399081
 - Outbound Delivery 6026464460
 - Shipment 7115282046
 - Handling unit 0039110213
 - Handling unit 0039110218

Ext TMS - Domestic 7115282046

Deliveries



Shipments and deliveries

- 7115282046
 - 6026513799
 - 6026464460
 - 6026492897
 - 60264419055

O... ServcAgent
OC T. CAROLINA TA...

Outbound Delivery 6026464460 Display: Overview

Post Goods Issue

Outbound delv. 6026464460 Document Date 01/31/2023
Ship-to party 1001093855 AMERISOURCE BERGEN CORP / 120 TRANS AIR DR / MORRISVILLE NC 27560-0000

Item Overview Picking Loading Transport Status Overview Goods Movement Data

Planned GI	02/02/2023	22:5...	Total Weight	451,512	KG
Actual GI date	02/02/2023	18:29	No. of packages	0	

Batch Structure for Item 10

Item	Material	Delv. Qty	Un. Description	B... ItCa	P.V. Batch
900001	306546	24	CAS SYRINGE 10ML REG PR SALINE 10ML FILL	<input type="checkbox"/> ZIAN C	2326189
900002	306546	12	CAS SYRINGE 10ML REG PR SALINE 10ML FILL	<input type="checkbox"/> ZIAN C	2349110

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
Trailer
7115282046

Order	WMS Shipment	BD Shipment	Osg Ship via	Order Status	Loaded By	Loaded DTTM	LPN	LPN Status	Parent LPN	SKU	Staging Lane	Batch	Cases Picked	Trailer
504323	7115282046	7115282046	CTAY	Shipped	10339501	Feb 1, 2023 2:29:45 PM	490135924	Shipped	00103829007014489361	306546	OB008	2326189	24	466
504323	7115282046	7115282046	CTAY	Shipped	10339501	Feb 1, 2023 2:59:43 PM	490073568	Shipped	00103829007014489279	306546	OB088	2348110	12	466

Printed: Mar 1, 2023 - 11:17:52 AM

Pick History

Four Oaks, NC
All picks for a given order

Order:

Order	Shipment	TASK_CMPL_R	Task Cmpl DTTM	User	Description	SKU	Batch	LPN	Each Qty	Ca Qty	SCAC
504323	7115282046	490135924	Feb 1, 2023 12:24:23 AM	10334873	STD Pk frm R	306546	2326189	490135924	11,520	24	CTAY
504323	7115282046	490073568	Feb 1, 2023 12:13:11 AM	10335930	STD Pk frm R	306546	2349110	490073568	11,520	24	CTAY

Printed: Mar 1, 2023 - 11:24:47 AM

Lot Level Activity Report

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

Page: 1

TASK_ID	SKU	Lot	Order	Trans. DTTM	TASK_ID	Task Description	Begin Loc.	End Loc.	ILPN	Each	Case	Task Type	Invt No	User
11735278	306546	2326189	504323	31-JAN-23 22:01	11735278	STD Pk frm Rsv Full nVAs	08-147-20-0	490135924	490135924	11,520	24	56	2	10334873

Printed: Mar 1, 2023 - 11:25:22 AM

Lot Level Activity Report

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

Page: 1

TASK_ID	SKU	Lot	Order	Trans. DTTM	TASK_ID	Task Description	Begin Loc.	End Loc.	ILPN	Each	Case	Task Type	Invt No	User
11735279	306546	2349110	504323	31-JAN-23 22:01	11735279	STD Pk frm Rsv Full nVAs	08-189-20-0	490073568	490073568	11,520	24	56	2	10335230

Printed: Mar 1, 2023 - 11:27:13 AM

Warehouse Management 01 - Becton Dickinson

DD Order Distribution Order

Actions Tools

Distribution Order ID: 6026464460 Distribution Order type: Customer Order Transportation status: Planned
 Business Unit: Becton Dickinson Ordered date/time: 1/31/23 20:13 EST Fulfillment status: Shipped

DO Lines Add Edit Delete

Quick filter: Line number: Item: Line status: Has error

Displaying 1 - 1 of 1 (1 selected)

Line Number	Line Type	Item	Original Order Qty	Order Qty	Order Qty in Base UOM	Planned Weight	Planned Volume	Line Status
10	Item	306548	17,280 EA	17,280 EA	17,280 EA			Shipped

Warehouse Management 01 - Becton Dickinson

DD Order Distribution Order

Actions Tools

Distribution Order ID: 6026464460 Distribution Order type: Customer Order Transportation status: Planned
 Business Unit: Becton Dickinson Ordered date/time: 1/31/23 20:13 EST Fulfillment status: Shipped

General

Transportation responsibility:	Shipper	Original order:	Yes	Billing method:	Prepaid
Hazardous:	No	Must release by date/time:		Business partner:	
Parent order ID:	604323	Canceled:	No	Sales/Purchase Order:	5008399081
Order type:	STD	Channel type:		Suspended:	No
External system Sales/Purchase Order:	055826280	External Distrib number:		Prod. schedule reference number:	
Backordered:	No	Shipment (D/S):		Product class:	
Perishable:	No	Delivery options:		Protection level:	
Abound geo region:	RGNLESS_IS	Commodity code:		Outbound geo region:	01
Hazardous Materials:	No	Destination action:		Hazardous Material code:	
Reserved:	No	Transportation planning owner:		Hazardous materials offender name:	
Chase eligible:	No	Auto Appointment:	No	Source Order:	
Delivery channel:		Order Streaming:	No		

Custom Attributes

Misc charges:	DemogradeShipvia	CCAR
C&I#	FREIGHT_TERMS: FOB PER BD TERMS & CONDITIONS	SHIP_TO_L_CENSE
SHIP_TO_CAREOF:	SHIP_TO_NAME:	ERP_SOURCE: SAP
SOLD_TO_L_CENSE:		

Sizes

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

NMFC Freight Class	Quantity	Weight	Volume
PAK	17,280 EA		
Total:	17,280 EA		



DELIVERY PACKING LIST



SOLD-TO		Page 1 of 1		SHIP-TO		SHIP-FROM	
1001091435 AMERISOURCE BERGEN CORP ACCOUNTS PAYABLE PO BOX 247 THOROFARE , NJ 08086-0000 USA		SHIP VIA / CARRIER : CTAY		1001093855 AMERISOURCE BERGEN CORP 120 TRANS AIR DR MORRISVILLE , NC 27560-0000 , USA Contact: 800 677 6484		N215 Becton Dickinson and Company BD Supply Chain Ops 130 Four Oaks Parkway Four Oaks , NC 27524 USA	
FRT.POLICY FOB PER BD TERMS & CONDITIONS		MODE		Truck FTL Refer			

SHIPPING INSTRUCTIONS													This Delivery contains temperature sensitive products, Please see cartons for storage conditions.												
ITEM NO	BD PRODUCT CUSTOMER PRODUCT		PRODUCT DESCRIPTION HANDLING UNIT ID		BATCH NO/ SERIAL NO		EXPIRY DATE [MM/ DD/YYYY]	QUANTITY SHIPPED [1,234,567.89]	SHIP UOM	EA PER SHIP UOM	SALES ORDER CUST ORDER	MATERIAL GR.WGT. (KG / LBS)	VOLUME (M3 / CFT) [1,234,567.89]	STORAGE TEMP SHIP TEMP	R										
000010	306546	50382903065467	SYRINGE 10ML REG PR SALINE 10ML FILL		2326189	11/30/2025	24.00	CAS	480.00	5008399081	301.01	663.61	1.65	Cntrl Tmp.(20 to 25C) 1 to 39C											
	00103829007014469361		2349110	11/30/2025	12.00	CAS	480.00	055826280	150.50	0.82															
	00103829007014469279					331.81	29.10																		
WAREHOUSE RELEASE DATE		ACT . SHIP DATE		# BOXES	TOTAL GROSS WEIGHT (KG / LBS)	TOTAL MATERIAL WGT (KG / LBS)	TOTAL VOLUME (M3 / CFT)	SHIPMENT NO.	PRO NO.	CARRIER CODE	TRAILER NO.	SEAL NO.	#PLTS												
01/31/2023		02/02/2023		36	634.02/ 1,397.77	602.02/ 1,327.22	3.65/ 128.79	7115282046		CTAY	466	5952045	2												



INVOICE: 9110887470

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
ACCOUNTS PAYABLE
PO BOX 247
THOROFARE NJ 08086-0000

SHIP-TO:
AMERISOURCE BERGEN CORP
120 TRANS AIR DR
MORRISVILLE NC 27560-0000

Customer Account:	Customer PO:	Invoice Date:	Payment Terms:	Page:
1001000141	055826280	02/02/2023	1.68% 28, Net 29 Days	1 of 1


BD Sales Document: 5008399081	Drop Ship Reference:	Contact: CTC-BATCH
BD Delivery: 6026464460	Mode of shipment: Truck FTL Refer	Shipped From: BD Distribution Center 130 Four Oaks Parkway Four Oaks, NC 27524-7228
Carrier Reference: 0096857	Carrier: CAROLINA TANK 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
40	306546 50382903065467	SYRINGE 10ML REG PR SALINE 10ML FILL 306546	36.000	CAS	212.64	7,655.04	
		NET PRICE SUBTOTAL				7,655.04	
		SALES TAX SUBTOTAL				0.00	
		GRAND TOTAL				7,655.04	
Discount			If paid by:		TOTAL DUE:	USD	7,655.04
1.68 % USD 128.60 -			03/02/2023		Due Date:	03/03/2023	

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 1128B(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

SHIPMENT IDENTIFICATION NUMBER  715282046		CARRIER # / NAME CAROLINA TANK LINES Trailer Number: 466 Seal Number: 5952045 SCAC: CLAY PRO NUMBER:		SEND FREIGHT BILL TO: BIOGAS INFORMATION SYSTEMS INC BIOGAS INFORMATION SYSTEMS INC ST LOUIS, MO 63116 USA	
BILL OF LADING WITH ATTACHED BILLS OF LADING <input type="checkbox"/>		SPECIAL INSTRUCTION 99			
CARRIER: Keep temp between 39F and 86F. Attention Consignee: Please unload immediately - temperature sensitive product.					
CUSTOMER ORDER INFORMATION					
ORDER# 602840 602841 602842 602843 602844 602845	CUSTOMER ORDER# 50081390081 50083054222 50084185955 50084689352 50084185955 50084700010	PURCHASE ORDER# 6028454600 6028469380 60284648055 6028513789 6028156930 6028482613	CUSTOMER ORDER# 	BD DELIVERY# 	BD DELIVERY#
CARRIER INFORMATION					
NM 15	FREIGHT DESCRIPTION HOSPITAL/MEDICAL LABORATORY SUPPLIES	EKG GUIDE 	WEIGHT (LB) 6393.92 	WEIGHT (KG) 2902.84 	CUBE (FT3) 615.11
15	TOTALS 	15	6393.92 	2902.84 	615.11
EMERGENCY CONTACT: Onsites: 1-800-424-9300 (toll) 1-703-527-3857 CCN2532					
Freight Terms: 105 PER BD TERMS & CONDITIONS					
SIGNATURE: <i>[Signature]</i>					
DATE / TIME: 02/02/23 16:23:19					
PALLET COUNT: 31					
CARRIER SIGNATURE: <i>[Signature]</i>					
CARRIER NAME: CAROLINA TANK LINES					
SHIPPER POST OFFICE ADDRESS OF SHIPPER: Becton, Dickinson and Company, One Becton Drive, Franklin Lakes, NJ 07417 IN THE EVENT OF DELIVERY TO DELIVERY OR REFUSAL OF ANY PORTION OF					