North America Regional Work Instruction

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

Title: Claim Cover Sheet

Revision Level: 01

Page 1 of 2

Complete	this form with Customer	Claim Investigation pe	r NA-RBI-18-	02 and NA-RPR-18
Date	Customer Name	Case Number		Shipment Number
16DEC2022	MCKESSON DRUG CO	CS#02946423		7115086137
Carrier	Delivery Number	Claims Evalua	ition Documer	station Attached?
CTAY	6025797558	⊠Y	es	□No
Customer Claim				
Investigation				
RE: Item(s) List INVOICE 91 All skus w No other BOL provi O The follow Pick Histo Loading H Location H Order Cul	vere picked and shipped systemics claim against this shipment to cro ided & signed by Carrier & Custon Acting as POD delivered to Ruth wing reports were reviewed in the ory Report listory Report History & SKU Activity Report Activity Report	oss reference ner for 19 pallets er Glen, VA e conclusion process:		
	Investigatio	n Results 🔲 Valid	☑Invalid	□ Indeterminate
	Source (of Failure 🗆 Carrie	r 🗆 DC	Customer Error
If V	alid, Reference one of the f Q Formal Email Notificat Or Carrier Claim Reference	N, CAPA, ion Date,	NA	
	Completed By (sign a	nd date): Wendy i	Dioguari	do 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

Status: Released EFFECTIVE
Revision: 01 Change #: 500000266260
Version: A Classification: Confidential

Sold-To ERP Account Name: MCKESSON DRUG COMPANY FINANCIAL CTR DOCUMENT PROCESSING

CS# 02946423 424473

Sold-To ERP Account Address: PO BOX 4017

Sold-To ERP City State: DANVILLE, IL

Sold-To ERP Account Zip Code: 61834

Delivery Document Number/Packing Slip: 6025797558

Contact: Nellie Zapata

Claim Reason: Shortage

Description of Claim: SHORT 126CS OF ITEM#306546

Products and Serial/Lot Numbers

Product Number	Product Batch/Lot	Amount Expected Price
00306546	2144783	1540.56
00306546	2160921	1760.64
00306546	2234490	8583.12
00306546	2235368	15845.76

MCKESSON DRUG CO RUTHER GLEN VA 22546 6025797558 7115086137 CTAY FTL 09NOV2022

Wendy Dioguardo

From:

BD Claims <claims@bd.com>

Sent:

Friday, December 16, 2022 10:16 AM

To:

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

Subject:

Investigation Request Case# 02946423 - MCKESSON DRUG COMPANY #120, RUTHER

GLEN, VA - High

Follow Up Flag:

Follow up

Flag Status:

Completed

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 # 27,730.08 - Outbound Delivery # 6025797558 - Shipment # 7115086137 Please attach pod, bol, shipment packing List and advise BD or Carrier Error. By :Appolinaire Ikuku

Case #: 02946423

Priority: High

Order #: 5008116109

PO#: 8120602241

PO Date: Thu Oct 20 00:00:00 GMT 2022

Invoice #: 9013728081

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

Ship-To: McKesson Corp

Ship-To ERP Account Number: 1001090062

Ship-To ERP Account Name: MCKESSON DRUG COMPANY #120

Ship-To ERP Account Address: 10504 MCKESSON DR

Ship-To ERP City State: RUTHER GLEN, VA

Ship-To ERP Account Zip Code: 22546

Sold-To: McKesson Drug

Sold-To ERP Account Number: 1001089948

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Document Flow	Shipments and deliveries () ServcAgent
☑ I Status overview & Display document Serv	▼ 📇 7115086137	CO T. CAROLINA TA 1
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Outbound deliv. 6025797558 Document Date	11/04/2022	
Ship-to party 1001090062 MCKESSON DRUG (Item Overview Picking Loading : Transport	COMPANY #120 / 10504 MCKESSON DR / R	
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(126)		

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7115086137

Order BD Shipment. Træiter.

Loading History by Order or Trailer
Four Oats, NC
Loading history for a specific order or trailer to confirm all oLPNs have been loaded

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Shipped 10345920	CTAY Shipped 10345920	Shipped 10345920	10345920	_	z	Nov 8, 2022 7.42 14 PM	489927529	Shipped	00103829007013609164	306546	08086	2234490	15	15	164
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Printed: Dec 19, 2022 - 11:52:10 AM						Page: 1									

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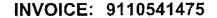


DELIVERY PACKING LIST



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NO	BD PRODUCT CUSTOMER PRODUCT	oucr	<u>a</u>	PRODUCT DESCRIPTION HANDLING UNIT ID		BATCH NO/ SERIAL NO	EXPIRY DATE [MM/ DD/YYY]	OUANTITY SHIPPED [1:234,587.89]	SHIP	EA PER SHIP UOM	SALES ORDER CUST ORDER	MATERIAL GR.WGT. (KG / LBS)	VOLUME (M3 / CFT) [1,234,567.89]	STORAGE TEMP SHIP TEMP	F RMP
000010	306546 GTIN# 50382903065467 306546		SYR POSIF	306546 SYR POSIF SAL 10ML 480		2144783	05/31/2025	7,00	CAS	480,00	5008116109 8120602241	87.79 193.55	0.48 16.99	0.48 Cntr.Tmp.(20 to 16.99 (25C) 1 to 39C	10 to
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WARE	WAREHOUSE RELEASE DATE	ACT . SHIP DATE	E # BOXES	TOTAL GROSS WEIGHT (KG / LBS)	TOTAL MATERIAL WGT (KG / LBS)	AL TOTAL VOLUME (M3 / CFT)		SHIPMENT NO.	PRO NO		CARRIER CODE	TRAILER NO.		SEAL NO.	#PLTS
	11/04/2022	11/09/2022	126	1,866.21/4,114.29	1,770.21/ 3,902.64	11.04/389.80		7115086137			CTAY	491	455	4556433	9
	•		1	-								-			

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

21588 Network Place Chicago IL 60673-1215

BILL-TO:

MCKESSON DRUG COMPANY FINANCIAL CTR DOCUMENT PROCESSING PO BOX 4017 **DANVILLE IL 61834-4017**

SHIP-TO:

MCKESSON DRUG COMPANY #120 10504 MCKESSON DR **RUTHER GLEN VA 22546-5404**

Customer Account:	Customer PO:	Involce Date:	Payment Terms:	Page:
1001000147	8120602241	11/09/2022	Net 33 Days	1 of 2

BD Sales Document: 5008116109	Drop Ship Reference:	Contact: CTC-BATCH
BD Delivery: Multiple	Mode of shipment: Truck FTL Refer	Shipped From: Multiple
Carrier Reference: 0094445	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
30	309701 50382903097017	309701 SYR S/TIP TRY 1ML CS300 309701	6.000	CAS	52.80	316.80	
220	302830 50382903028301	302830SYR LUER-LK TIPBD20ML192 302830	13,000	CAS	47.04	611.52	
270	309605 50382903096058	309605 SYR LUER HOSP CS240* 309605	10.000	CAS	52.80	528.00	
640	305930 50382903059305	305930 SYR INS 1ML 29G SG 400 305930	6.000	CAS	127,04	762.24	
641	1727170103 50317271701037	701-03 SOD CHL 0.9% INJ 100ML 1727170103	5.000	CAS	189.50	947.50	
642	306546 50382903065467	306546 SYR POSIF SAL 10ML 480 306546	126,000	CAS	220.08	27,730,08	
		NET PRICE SUBTOTAL SALES TAX SUBTOTAL GRAND TOTAL				30,896.14 0.00 30,896.14	
	J	If paid by: 11/10/2022	TOTAL DUE: Due Date:	12/12/20	USD 022	30,896.14	'

^{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 acknowledgment 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 this process of the burden or BD unloss agreed to in writing signad by an authorized reprocentative 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), is invoiced an objects to other terms and conditions that may be proposed by the buyer. Acceptance by BD of buyer's purchase order(s), is discounts or reductions in price, including, when required by liew, to disclosus all discounts or other reductions in price including. When required by liew, to disclosus all discounts or other reductions or process of such Terms and Conditions. Copies of such Terms and Conditions will be made available on request.



INVOICE: 9110541475

License Shipping Details

PLEASE REMIT TO: Becton, Dickinson and Company 21588 Network Place

Chicago IL 60673-1215

WIRE INFO: ABA NO: 043000261

Account: 0100950 Swift code is MELNUS3P

SOLD-BY: Becton, Dickinson and Company, 1 Becton Drive, Franklin Lakes, NJ, 07417 [NJ Lic: 5003167 / FL Lic: 262038]

SOLD-TO:

MCKESSON DRUG COMPANY FINANCIAL CTR DOCUMENT PROCESSING PO BOX 4017 DANVILLE IL 61834-4017

Becton, Dickinson and Company

Email: Collections@bd.com Federal ID No: 22-0760120 DUNS: 00-129-2192

Tel: 855 417 1969

www.bd.com

SHIP-TO:

MCKESSON DRUG COMPANY #120 10504 MCKESSON DR **RUTHER GLEN VA 22546-5404** VA License # 0215000392

Customer Account:	Customer PO;	Invoice Date:	Payment Terms:	Page:
1001000147	8120602241	11/09/2022	Net 33 Days	2 of 2

Item No.	Product Number	Description	Delivery No.	Ship From	Ship From Lic.	Ship To Lic.	
641	1727170103	701-03 SOD CHL 0.9% INJ 100ML	6025792764	BD Distribution Center, 130 Four Oaks Parkway, Four Oaks, NC 27524-7228	1019	0215000392	

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11/09/22	,			PAGE OF	PRO N	UMBER	:							
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Do Not Fre	eeze.)	Keep ter	np between 39F and 86F	. Attention Consignee: Pi	lease unio	ad imm	ediately -	- temp	erature s	ensitive	product	===		
			<u> </u>	CUSTOMER ORD							Tan	DELIVE	RY#	
PURCHASE		R#	CUSTOMER ORDER#	BD DELIVERY#	PURCH		DER#	+	TOMER C					
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ckaged, marked, labeled and are in proper condition for transportation cording to the applicable regulations of the Department of Transportation.							·—	F	REIGHT	TERMS	5			
PPER SIGN			at 5	···· mansportegion:			FOB	ER RO	TERMS	8. 604			 	
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DETRIA TA	OST	OFFICE	ADDRESS OF SHIPPER:	Becton, Dicklosop and C	2000		722 10.4			·		19	UNT	

紾 BD **BILL OF LADING** CARRIER'S RECEIPT AND AGREEMENT SHIPMENT IDENTIFICATION NUMBER Received technical with 10 the robbs, mass and changes depressed to the writing by Beston Determination of European and Compared to the writing of the concerning the control of the contr 7115086137 GEN #: 0382909215007 CARRIER # / NAME CAROLINA TANK LINES Section Distingen Trailer Number 491 133 Four Ooks Parkway Four Octs, NC 27524 Sect Number: 4556433 SCAC: CTAY DATE PAGE OF PRO NUMBER 31/09/22 7 CONSIGNEE SEP TO: SEND FREIGHT BILL TO: 1001090062 DESTINATION WCKESSON DRUG COMPANY \$120 BD C/O CASS INFORMATION SYSTEMS INC PO EOX 67 1050: MOXESSON DR ST LOUIS, MO 63166 RUTHER GLEN, VA 22546-5404 MUSTER BILL OF LADING WITH ATTACHED BILLS OF LADING | SPECIAL INSTRUCTION DELIVER SETWEET 6 AM AND NOON - NO DELY APPT REQUIRED Driver Assist Sort & Segregate Contact distinction if Lumpors calcived DELIVER BETWEEN 6 AM AND MOON - NO DELY APPT REQUIRED Driver Asset Sort & Segregate Contact destruction of Lumpers offowed Do Not Freeze. Leep temp between 39F and 86F. Attention Consigner: Please unload somedicarily—temperature sensitive product. CUSTOMER ORDER INFORMATION MUNICIPASE ORDERS CUSTOMER ORDER# BY DELINERY PURCHUSE ORDERS CUSTOMER ORDER **80 DELIVERY**# B120999881 5008043212 6025792762 5008088363 8120601465 6025816545 #1-70ED77&1 500\$116709 6025792764 8120999032 5008011063 6025600139 **\$120602**241 SC03115109 £025797558 8120998300 5007956928 6025814651 **#17699**9082 5008011063 6025797557 8120500694 5008057956 6025706865 1120003460 \$208170686 6025635379 8120603118 5008145014 6025663859 **4120774303** 5007985828 6025684991 8120603858 5203154174 6025621897 230623118 2399981 6025816014 5008145014 83 20601465 5003083363 6025706958 6025812560 5009043717 8120602247 5008116109 6025756566 CARRIER INFORMATION FACIGHT DESCRIPTION ERG GUIDE WIGH (LES) WEIGHT (KGG) COSE (C113) COSE (M.Z. HOSPITALIMEDICAL LASORATORY SUPPLIES 9121.13 4140 39 999.63 2834 PIOTAL TOTALS 912113 4140.99 999.63 28.31 EMERGENCY CONTACT Chemitrec 1-800-424-9300 (3rd 1+7035273887) CON2532 with perfy the chose named materials are properly dissifted, described, and age of properly dissifted, and are in proper condition for transportation. FREIGHT TERMS participant, or sheet, labeled and are in proper candition for transportation participants to the opphicable regulations of the Department of Transportation. FOB PER BD TERMS & CONDITIONS _ _ HEMEN SIGNATURE THAT Zoren CARPIER SIGNATURE DATE / TIME PALLET COUNT " AME NAME

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MAPENT POST OFFICE ADDRESS OF SHIPPER BECOM DIGHTSON and Company, One Becom Drive, Friend In Louis, NJ 07417 BETHE EVENT OF MENY TO DELIVERY OR REFUSAL OF ANY PORTION OF THIS SHIPMENT, NOTIFY SHIPPER AT 201,847 6633. 11/09/22 18 43.55

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Becton Dickinson	GLN #. 0382909215007 Becton Dickinson 130 Four Outs Parkway Four Oaks, NC 27524					A TANK LINES			
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11/09/22		1 2	1						
AND 1001 DESTINATION MCK	o to: 1090062 Esson Drug Company # 14 MCKESSON DR HER GLEN, VA 22546-5404		SEND FREIGH 8D C/O CASS PO BOX 67 ST LOUIS, MO USA	INFORMA	TION S	SYSTEMS INC			
MASTER BILL OF LAD	ING WITH ATTACHED BIL		<u> </u>						
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kaged, marked, labeled and a ording to the applicable regul PPER SIGNATURE	re in proper condition for t ations of the Department	ransportation of Transportation.		FOB		REIGHT TERM D TERMS & CO			
RIER NAME: DLINA TANK LINES		TE / TIM /22 18:4			PALLET (OUNT			