

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	this form with Customer C	laim Inve	stigation per NA	4-RBI-18-02	and NA-RPR-18
Date	Customer Name	Case	: Number	Shi	pment Number
25AUG2022	FISHER SCIENTIFIC	CS#0)2630664	71	14841235
Carrier	Delivery Number		Claims Evaluation	ı Documenta	ition Attached?
FEDX	6025006791		☑ Yes		□ No
Customer Claim					
SHORTAGE					
	ed – 220252 .10107045 ere picked and shipped properly fr		08AUG2022		
 No other claim against this shipment to cross reference No BOL provided FEDX tracking shows 3 out of 4 pcs delivered on 12AUG2022 to Chino, CA The following reports were reviewed in the conclusion process:					
 Pick History Report Loading History Report Location History & SKU Activity Report Lot Level Activity Report Order Cuts Report 					
	s & adjustments report are availabl	е			
	Investigation	Results	☑ Valid	□ Invalid	☐ Indeterminate
	Source o		☑ Carrier	□ DC	☐ Customer Error
Jf\	Valid, Reference one of the fo Ol Formal Email Notificati or Carrier Claim Reference I	V, CAPA, on Date,	ENL 25	Jugza	?
	Completed By (sign ar	nd date):	Wendy I	ioguard	do 25AUG2022

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

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

Document: NA-R8I-18-02-F1 Valid From: 24-Feb-2022 To: 31-Dec-9999 Print Date: 25-Aug-2022 14:09:00 GMT Daylight Time Doc Type: ZBi Status: Rele Doc Part: EN Revision: 0' Usage: Production Usage Version: A

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

Sold-To ERP Account Address: PO BOX 1768

Sold-To ERP City State: PITTSBURGH, PA

Sold-To ERP Account Zip Code: 15230

Delivery Document Number/Packing Slip: 6025006791

Contact: Allison Gardner

Claim Reason: Shortage

Description of Claim: Shipment Discrepancies for 08/18/2022 - VN00001015

Products and Serial/Lot Numbers

Product Number	Product		Batch/Lot	Amount	Expected Price	:
220252		755P	2208343	6500.0	130.0	

Raul Vasquez Specialist, Claims

Email: Raul.Vasquez@bd.com

Customer Care:

1.844.8.BD.LIFE (844-823-5433)

Visit the new BD Customer Care Portal

North American Shared Service Center

FISHER SCIENTIFIC CHINO CA 91708

6025006791 7114841235 FEDX PARCEL

08AUG2022

5859 Farinon Dr. San Antonio, TX 78249 US

210-526-5000

bd.com

Wendy Dioguardo

From: BD Claims <claims@bd.com>

Sent: Thursday, August 25, 2022 12:32 AM

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

Subject: Investigation Request Case# 02630664 – FISHER SCIENTIFIC COMPANY SCD, CHINO, CA

- Low

Attachments: FEDEX POD 7114841235.pdf; FEDEX TRACKING 7114841235.pdf; PKG LIST

7114841235.pdf; INVOICE 9110107045.pdf

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: Sent to FUN for review of shortage over \$5000.00. MATERIAL; 220252 QTY SHORT: 50 SHELF PAKS SHIPMENT#: 7114841235 DELIVERY DOC#; 6025006791 INVOICE#; 9110107045

Case #; 02630664

Priority: Low

Order #: 5007796965

PO#: PR2937788

PO Date: Fri Jul 29 00:00:00 GMT 2022

Invoice #: 9013083683

Invoice Date: Mon Aug 08 00:00:00 GMT 2022

Ship-To: Fisher Scientific

Ship-To ERP Account Number: 1001056445

Ship-To ERP Account Name: FISHER SCIENTIFIC COMPANY SCD

Ship-To ERP Account Address: 6722 BICKMORE AVE

Ship-To ERP City State: CHINO, CA

Ship-To ERP Account Zip Code: 91708

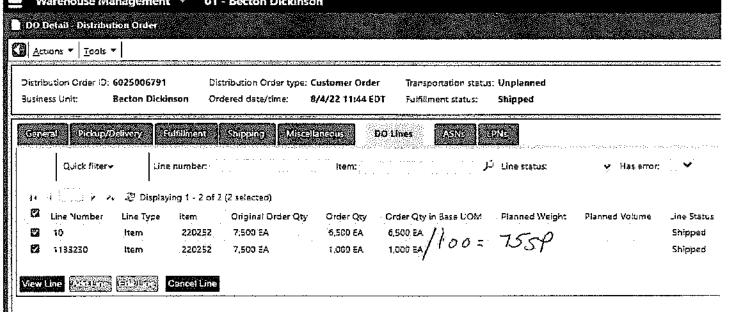
Sold-To: Fisher Scientific

Sold-To ERP Account Number: 1001056443

Sold-To ERP Account Name: FISHER SCIENTIFIC COMPANY SCD CENTRAL PURCHASING

Document Flow	
(Status overview & Display document S	ier
Business partner 1001056445 FISHER SCIENTIFIC Co Material 90000000000220252 Swab Flock to	
Salimilar Document Document	Ext TMS - Domestic 7114841235。 Delveres A
Handling unit 0031252633 / 2 Handling unit 0031252634 / 3 Handling unit 0031252635 / 4 Outbound Delivery 6025006791	・製 7114841235
Outbound deliv. 6025006791 Document Date Ship-to party 1001056445 FISHER SCIENT	08/04/2022 IFIC COMPANY SCD / 6722 BICKMORE AVE / CHINO CA 91708-9101 Status Overview Goods Movement Data
	al Weight 19.750,000 G
Salar et al en la companya de la co	of packages 0
All Items Itm Material Deliv. Qty Ur	Description B. ItCa PV Batch
10 220252 75 SP	SWAB FLOCK FLX MINITIP C/PK ZTAN C 2208343





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	User 10285407 10155943 10371520 10388253 10371520
	Order Shipment Task Cmpl DTFM 6025006791 7144441295 Aug 5, 2022 11:33:42 AM 6025006791 7144441295 Aug 4, 2022 11:04:53 AM 6025006791 714444235 Aug 5, 2022 11:04:53 AM 6025006791 7114841235 Aug 5, 2022 11:35:32 AM 6025006791 714841235 Aug 5, 2022 11:35:32 AM Frinted: Aug 25, 2022 - 1:44:12 PM
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an loaded.	LPN Status Shipped Shipped Shipped Shipped Shipped Shipped			
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r Trailer	LPM 00003829005877648445 00003829005877648485 00003829005877648436 00003829005877648445 00003829005877648439			
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Lot Level Activity Report Four Oaks, NC All inventory transactions by SKU, Batch, and User	Task Description Chs P.Ct. Pik frm CsPk nVAS nOVP 3b
Lot Lev Four Oaks, i	17ASK_ID 9288895 929422 9294430 9294691
	Trans. DTTM 04-AUG-22 19:08 05-AUG-22 11:08 05-AUG-22 11:08
	Order 6025006791 6025006791 6025006791 6025006791
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[SKU 220552 220252 220252 220253 22025200000000
X	7ASK_iD 928885 9284222 9294430 9294430 9294691





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:

FISHER SCIENTIFIC COMPANY SCD CENTRAL PURCHASING PO BOX 1768 PITTSBURGH PA 15230-1768

SHIP-TO:

FISHER SCIENTIFIC COMPANY SCD

6722 BICKMORE AVE CHINO CA 91708-9101

Customer Account:	Customer PO:	Invoice Date:	Payment Terms:	Page:
1001073153	PR2937788	08/08/2022	Net 60 Days	1 of 1

BD Sales Document: 5007796965	Drop Ship Reference:	Contact: CTC-BATCH
BD Delivery: 6025006791	Mode of shipment: Parcel Ground	Shipped From: BD Distribution Center 130 Four Oaks Parkway Four Oaks , NC 27524-7228
Carrier Reference: FDXG08082022	Carrier: FEDEX CORP	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
10	220252 38053326005436	SWAB FLOCK FLX MINITIP C/PK 22349822	75.000	SP	130.00	9,750.00	
		NET PRICE SUBTOTAL SALES TAX SUBTOTAL GRAND TOTAL				9,750.00 0.00 9,750.00	
			TOTAL DUE: Due Date:	10/07/20	USD 022	9,750.00	

^{1.} Any conditions specified by buyer to the contrary notwithstanding. The terms and conditions of sale set forth in your sexuated written agreement with BD or, dinone on the applicable BD order exhowledgement or proc. But seen to you invoice may be subject to additional discounts. The value of any rebates, discounts, incontives or product provided at no charge to customer may constitute a "discount or other reduction in price" under Saction 1128B(b)(3(A) or the sale by BD of these goods to buyer. No addition or modification of the BD BD accurately report under saction in 122B(b)(3(A) or the sale by BD of these goods to buyer specification of the BD BD accurately report under saction 112B(b)(3(A) or the Social County of the Social Coun



DELIVERY PACKING LIST



												_
			Page 1 of 1		SHIP-TO 10010564	45			SHIP-FROM	. MC		
ENTIFICO	1001056443 FISHER SCIENTIFIC COMPANY SCD		SHIP VIA / CARRIER : FEDX	FEDX	FISHER S 6722 BICK	GIENTIFIC (MORE AVE	FISHER SČIENTIFIC COMPANY SCD 6722 BICKMORE AVE	g	Becton Did	Becton Dickinson and Company RD Supply Chain Ons	прапу	
CENTRAL PURCHASING PO BOX 1768 PITTSBURGH , PA 15230-1768	NG 230-1768		FRT.POLICY FOB P	FOB PER BD TERMS & CONDITIONS	CHINO, C	CHINO , CA 91708-9101 , USA Contact: 909 393 2100	101 , USA		130 Four Oaks USA	130 Four Oaks Parkway Four Oaks , NC 27524 USA		
			MODE Parcel	Parcel Ground				:				
SHIPPING INSTRUCTIONS		livery cont	This Delivery contains temperature sensitive products, Please see cartons for storage conditions.	sitive products, Pl	ease see cartons	for storage	conditions.					
STANDARD INSTRUCTIONS		BDB REQUIREMENT NDA or 2day Air <175 61050, Ft Myers, Ft. 3 437177481 (Rush Des	BDB REQUIREMENT - NDA or 2day Air <175lbs-FedEx Acc# 437177805; Ground: <300lbs-UPS Acc# X15188; >300lbs. invoice 3rd Party billing# to: Fisher Scientific, c/o Data 2 Logistics, PQ Box 61050, Ft Myers, Ft. 33913 ***PLEASE USE THE ACCOUNTS LISTED BELOW ONLY IF REQUESTED BY CS*** NDA or 2day Air. <150lbs (non-hazmat) - FedEx Acc# 28075144f (Rush Desk only).	1437177805; Gro E USE THE ACCC 3 (hazmat) , FedE	und: <300lbs-UP DUNTS LISTED E × Acc# 2607514	S Acct# X18 SELOW ON! 41 (Rush De	5188; >300lbs .Y IF REQUE: esk only)	, invoice 3rd STED BY CS	Party billing# to: Fis	her Scientific, c r. <150lbs (non-	/o Data 2 Logi nazmat) - Fedi	stics, PG Bo
BD PRODUCT CUSTOMER PRODUCT	 	ā.	PRODUCT DESCRIPTION HANDLING UNIT ID		BATCH NO/ SERIAL NO	EXPIRY DATE [MM/ DD/YYYY]	≻ C.83	SHIP EA PER UOM SHIP UOM	SALES ORDER CUST ORDER	MATERIAL GR.WGT. (KG / LBS)	VOLUME (M3 / CFT) (1,234,567.89)	STORAGE TEMP SHIP TEMP
220252 GTIN# 38053326005436 22349822		DCK FLX IN 1975 1975 1975 1975 1975 1975 1975 1975	SWAB FLOCK FLX MINITIP C/PK 00003829005877648435 00003829005877648452 00003829005877693247		2208343	04/30/2025	75.00	400.00 100.00	5007796965 PR2937788	25.14 25.45 25.45	0.03 0.03 0.03	1.02 30C)
WAREHOUSE RELEASE DATE	ACT . SHIP DATE	# BOXES	TOTAL GROSS WEIGHT (KG / LBS)	TOTAL MATERIAL WGT (KG / LBS)	TOTAL VOLUME (M3/CFT)		SHIPMENT NO P	PRO NO.	CARRIER CODE	TRAILER NO.	D. SEAL NO.	NO. #PLTS
08/04/2022	08/08/2022	च	18.75/41.34	18.75/ 41.34	0.22/7.88		7114841235		FEDX	FDXG08082022	722	4
			•			-					-	-

Customer Service



Dear Customer,

The following is the proof-of-delivery for tracking number: 276434813376

Delivery Information:

Status:

Delivered

Delivered To:

Signed for by:

LLUNA

Delivery Location:

Service type:

FedEx Ground

Special Handling:

Chino, CA,

Delivery date:

Aug 12, 2022 11:12

Shipping information:

Tracking number:

276434813376

Ship Date:

Aug 8, 2022

Weight

5.5 LB/2.50 KG

Recipient:

Shipper:

CHINO, CA, US,

Four Oaks, NC, US,

Reference

00003829005877648445

Purchase Order

PR2937788

Involce

6025006791

Department Number



Dear Customer,

The following is the proof-of-delivery for tracking number: 276411309714

Delivery Information:

Status:

Delivered

Signed for by:

LLUNA

Service type:

FedEx Ground

Special Handling:

Chino, CA,

Delivery date:

Delivered To:

Delivery Location:

Aug 12, 2022 11:12

Shipping Information:

Tracking number:

276411309714

Ship Date:

Aug 8, 2022

Weight

3.2 LB/1.45 KG

Recipient:

Shipper:

CHINO, CA, US,

Four Oaks, NC, US,

Reference

00003829005877648452

Purchase Order

PR2937788

Invoice

6025006791

Department Number



Dear Customer,

The following is the proof-of-delivery for tracking number: 276435594069

Delivery Information:

Status:

Delivered

Signed for by: Service type: LLUNA

a wy.

FedEx Ground

Special Handling:

Chino, CA,

Delivery date:

Delivered To:

Delivery Location:

Aug 12, 2022 11:12

Shipping Information:

Tracking number:

276435594069

Ship Date:

Aug 8, 2022

Weight:

5.7 LB/2.59 KG

Recipient:

CHINO, CA, US,

Shipper:

Four Oaks, NC, US,

Reference

00003829005877693247

Purchase Order Invoice PR2937788 6025006791

Department Number



August	25.	2022
	LO,	LVLL

Dear Customer:

Proof-of-delivery letters are being provided for the following shipments:

278434813376 276411309714 276435594069 Chino, CA Chino, CA Chino, CA

You may save or print this Batch Signature Proof of Delivery file for your records,

Thank You For Choosing Fedex.

FedEx

1.800.GoFedEx 1.800.463.3339

FedEx*Tracking

Track Another Shipment Help

Summary Tracking Results

TRACKING ID	SHIP DATE	SHIPPER CITY, STATE	RECIPIENT CITY, STATE	STATUS	DELIVERY DATE	SC: DE DA
276447727017	8/05/2022	Four Caks NC	CHINO CA	 		Pa·
276434813376	a/08/2022	Four Caks NC	CH NO, CA	Delivered	8/12/2022 11 12 am	
276411369714	8/08/2022	Four Qaks, NC	CHINO, CA	Delivered	a)12/2022 1012 am	
275435594059	8,08,7532	Four Caks NC	CHINO CA	Delivered	8/32/2022 1 12 am	
a a strancisco.	nga ng kiyi katin.	są synautai jai	e de caregary	Maria tua 1900 Tababban 1904.	٠.	,

OBTAIN PROOF OF DELIVERY



FedEx* Tracking

:

ESTIMATED DELIVERY DATE

Pending

DELIVERY STATUS

Label Created @

⊠ Get Status Updates

TRACKING ID



FROM

Four Oaks, NC US

Label Created 8/5/2022 4:44 PM

PACKAGE RECEIVED BY FEDEX

IN TRANSIT

OUT FOR DELIVERY

TO

CHINO, CA US

ESTIMATED DELIVERY DATE

Pending

↓ View travel history

Manage Delivery





TRACKING NUMBER

DEPARTMENT NUMBER

00003829005877648438

ANTICIPATED SHIP DATE ?

8/5/22

ESTIMATED DELIVERY DATE ?

Pending

□ Services

SERVICE

FedEx Ground

TERMS

Shipper

PURCHASE ORDER NUMBER

PR2937788

🕰 Package details

WEIGHT

25.3 lbs / 11.48 kgs

TOTAL PIECES

1

INVOICE NUMBER

6025006791

PACKAGING

Package

1 Back to top

Travel history

SORT BY DATE/TIME

Ascending

TIME ZONE

Local Scan Time

Shipment information sent to FedEx

个 Back to top

OUR COMPANY

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Our Portfolio(https://www.fedex.com/en-us/about/company-structure.html)

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FedEx Logistics(https://www.fedex.com/en-us/logistics.html)

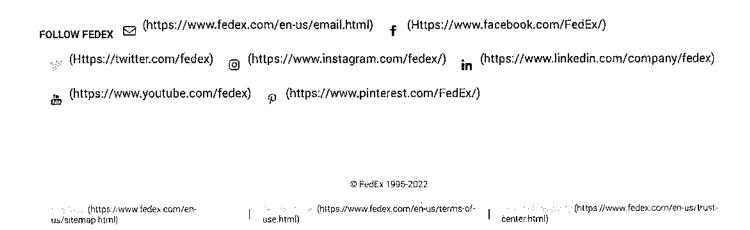
FedEx Cross Border(https://www.fedex.com/en-us/cross-border.html)

ShopRunner(https://www.fedex.com/en-us/shoprunner.html)

LANGUAGE



Change Country/Territory(https://www.fedex.com/?location=home)



FedEx* Tracking

DELIVERED

Friday

8/12/2022 at 11:12 am

Signed for by; LLUNA

DELIVERY STATUS

Delivered 🐼



☑ Get Status Updates

TRACKING ID

276434813376 🖉 🏠

FROM

Four Oaks, NC US

Label Created 8/5/2022 12:58 PM

PACKAGE RECEIVED BY FEDEX

DURHAM, NC 8/8/2022 12:00 AM

IN TRANSIT

CHINO, CA 8/12/2022 3:06 AM

OUT FOR DELIVERY

CHINO, CA 8/12/2022 3:11 AM

DELIVERED

Chino, CA US

DELIVERED

8/12/2022 at 11:12 AM

↓ View travel history

Manage Delivery

Package

Detailed Tracking 276434813376 REFERENCE 00003829005877648445 DEPARTMENT NUMBER 00003829005877648445 SHIP DATE 8/8/22 STANDARD TRANSIT (?) 8/12/22 ACTUAL DELIVERY (?) 8/12/22 at 11:12 am **□** Services SERVICE FedEx Ground TERMS Shipper **PURCHASE ORDER NUMBER** PR2937788 🛕 Package details WEIGHT 5.5 lbs / 2.49 kgs DIMENSIONS 23x11x8 in. TOTAL PIECES INVOICE NUMBER 6025006791 **PACKAGING**

↑ Back to top

Ascending

TIME ZONE

Local Scan Time

Friday, 8/5/2022

• 12:58 PM

Shipment information sent to FedEx

Monday, 8/8/2022

- 12:00 AM
 Picked up
 DURHAM, NC
- 8:25 PM
 Arrived at FedEx location
 DURHAM, NC
- 10:24 PM
 Left FedEx origin facility
 DURHAM, NC

Tuesday, 8/9/2022

- # 10:28 AM
 In transit
 KINGS MOUNTAIN, NC
- 9:31 PM In transit
 DELHI, LA

Wednesday, 8/10/2022

- 9:39 AM
 In transit
 MIDLAND, TX
- 7:40 PM In transit ELOY, AZ

Detailed Tracking

Arrived at FedEx location BLOOMINGTON, CA

10:06 PM
 Departed FedEx location
 BLOOMINGTON, CA

Friday, 8/12/2022

- 2:25 AM
 Arrived at FedEx location
 CHINO, CA
- 3:06 AM
 At local FedEx facility
 CHINO, CA
- 3:11 AM
 On FedEx vehicle for delivery
 CHINO, CA
- O 11:12 AM

 Pelivered

 Chino, CA

T Back to top

OUR COMPANY

About FedEx(https://www.fedex.com/en-us/about.html)

Our Portfolio(https://www.fedex.com/en-us/about/company-structure.html)

Investor Relations(https://investors.fedex.com/home/default.aspx)

Careers(https://careers.fedex.com/fedex/)

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FedEx Cross Border(https://www.fedex.com/en-us/cross-border.html)

ShopRunner(https://www.fedex.com/en-us/shoprunner.html)

LANGUAGE

FOL	OW FEDEX	(http://piecestrates.com/piecestrates/piecestrates/pieces/pie	s://www.fe	dex.co	om/en	ı-us/email.htm	ni) f	(Https://v	www	.facebook.com/FedEx/)
¥.	(Https://	twitter.co	m/fedex)	_ම (ht	ttps://	/www.instagra	ım.com/	fedex/)	in	(https://www.linkedin.com/company/fedex)
ď	(https://v	www.you1	ube.com/fe	dex)	P (https://www.p	interest	.com/Fed	lEx/))
						@ F	edEx 1995	-2022		
us.	https://sitemap.html	/www.fedex.e	com/en-	I	use.htn		v fedex.con	n/en·us/term	s-of-	Principle & Company (https://www.fedex.com/en-us/Arust- center.html)

FedEx* Tracking

DELIVERED

Friday

8/12/2022 at 11:12 am

Signed for by: LLUNA

DELIVERY STATUS

Delivered



☑ Get Status Updates

TRACKING ID

276411309714 🖉 🏠

FROM

Four Oaks, NC US

Label Created 8/4/2022 9:23 PM

PACKAGE RECEIVED BY FEDEX

DURHAM, NC 8/8/2022 12:00 AM

IN TRANSIT

CHINO, CA 8/12/2022 2:12 AM

OUT FOR DELIVERY

CHINO, CA 8/12/2022 2:16 AM

DELIVERED

Chino, CA US

DELIVERED

8/12/2022 at 11:12 AM

↓ View travel history

Manage Delivery

Package

276411309714 REFERENCE 00003829005877648452 DEPARTMENT NUMBER 00003829005877648452 SHIP DATE (?) 8/8/22 STANDARD TRANSIT (?) 8/12/22 ACTUAL DELIVERY (?) 8/12/22 at 11:12 am **□** Services SERVICE FedEx Ground TERMS Shipper PURCHASE ORDER NUMBER PR2937788 Package details WEIGHT 3.2 lbs / 1.45 kgs **DIMENSIONS** 23x11x8 in. TOTAL PIECES 1 INVOICE NUMBER 6025006791 PACKAGING

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TIME ZONE

Local Scan Time

Thursday, 8/4/2022

9:23 PM

Shipment information sent to FedEx

Monday, 8/8/2022

- 12:00 AM
 Picked up
 DURHAM, NC
- 8:50 PM
 Arrived at FedEx location
 DURHAM, NC
- 10:24 PM
 Left FedEx origin facility
 DURHAM, NC

Tuesday, 8/9/2022

- 10:28 AM
 In transit
 KINGS MOUNTAIN, NC
- 9:31 PM
 In transit
 DELHI, LA

Wednesday, 8/10/2022

- 9:39 AM
 In transit
 MIDLAND, TX
- 7:40 PM In transit ELOY, AZ

Arrived at FedEx location BLOOMINGTON, CA

9:26 AM
 Departed FedEx location
 BLOOMINGTON, CA

Friday, 8/12/2022

- 1:02 AM
 In transit
 CHINO, CA
- 1:58 AM
 Arrived at FedEx location
 CHINO, CA
- 2:12 AM
 At local FedEx facility
 CHINO, CA
- 2:16 AM
 Oπ FedEx vehicle for delivery
 CHINO, CA
- □ 11:12 AM

Delivered-

Chino, CA

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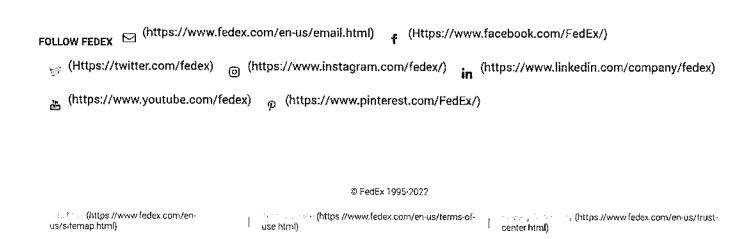
FedEx Developer Portal(https://developer.fedex.com/api/en-us/home.html)

FedEx Logistics(https://www.fedex.com/en-us/logistics.html)

LANGUAGE



Change Country/Territory(https://www.fedex.com/?location=home)



FedEx* Tracking

DELIVERED

Friday

8/12/2022 at 11:12 am

Signed for by: LLUNA

DELIVERY STATUS

Delivered 🚱



☑ Get Status Updates

TRACKING ID

276435594069 🖉 🏠

FROM

Four Oaks, NC US

Label Created 8/5/2022 1:13 PM

PACKAGE RECEIVED BY FEDEX

DURHAM, NC 8/8/2022 12:00 AM

IN TRANSIT

CHINO, CA 8/12/2022 1:55 AM

OUT FOR DELIVERY

CHINO, CA 8/12/2022 1:59 AM

DELIVERED

Chino, CA US

DELIVERED

8/12/2022 at 11:12 AM

↓ View travel history

Manage Delivery

276435594069

REFERENCE

00003829005877693247

DEPARTMENT NUMBER

489877146

SHIP DATE (?)

8/8/22

STANDARD TRANSIT (?)

8/12/22

ACTUAL DELIVERY

8/12/22 at 11:12 am



SERVICE

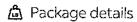
FedEx Ground

TERMS

Shipper

PURCHASE ORDER NUMBER

PR2937788



WEIGHT

5.7 lbs / 2.59 kgs

DIMENSIONS

23x12x8 in.

TOTAL PIECES

1

INVOICE NUMBER

6025006791

PACKAGING

Package

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Ascending

TIME ZONE

Local Scan Time

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1:13 PM

Shipment information sent to FedEx

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- 9:39 AMIn transitMIDLAND, TX
- 7:40 PM In transit ELOY, AZ

Arrived at FedEx location BLOOMINGTON, CA

9:26 AM
 Departed FedEx location
 BLOOMINGTON, CA

Friday, 8/12/2022

- 1:02 AM
 In transit
 CHINO, CA
- 1:49 AM
 Arrived at FedEx location
 CHINO, CA
- 1:55 AM
 At local FedEx facility
 CHINO, CA
- 1:59 AM
 On FedEx vehicle for delivery
 CHINO, CA

Chino, CA

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Wendy Dioguardo

From:

Wendy Dioguardo

Sent:

Thursday, August 25, 2022 1:54 PM

To:

CUSTOMERSOLUTIONS@FEDEX.COM

Cc:

Tonia Sims

Subject:

notification letter

This message is intended to service as a formal notification regarding a customer complaint the Four Oaks Distribution Center received about the following shipment:

Shipment Number: 7114841235

tracking Number: 27644737017 276434813376 276411309716 276435594069

Case Number: 02630664

Upon conclusion of the investigation, the allegation raised by the customer about the issues with this shipment has been confirmed.

(X) Shortage () Overage () Other

Please note that henceforth these notifications will be monitored and reviewed by the Four Oaks Distribution Center as part of the evaluation for supplier's performance level.



Wendy Dioguardo Complaint Coordinator

130 Four Oaks Pkwy Four Oaks, NC 27524 T 1.919.963.4239 Wendy Dioquardo@bd.com