

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 In	vestigation per	NA-RBI-18-0	2 and NA-RPR-18
Date	Customer Name	C	ase Number	Si	nipment Number
10Jul2023	RGH Enterprises Inc	03617	117	71155570	009
Carrier	Delivery Number		Claims Evaluati	ion Documen	tation Attached?
EXLA - LTL	6027532403		☑ Yes	S	□No
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SHORTAGI					
Investigation					
INVOICE - 91 were pic All items no discri The following re Loac Pick Lot I Orde SAP	Listed - (50-7510) L1410749 ked and shipped properly from were delivered per the POD — epancy at the time of delivery. eports were reviewed in the concluding History by Order or Trailer Rep. History Report er Cuts Report Report Reports M851 & MM03 Pallet Report Returns Review Report - (non-ap.)	a copy of usion proce	the POD shows the	e order as deli	
	Investigation	Results	□ Valid	☑ Invalid	☐ Indeterminate
	Source o		☐ Carrier	□ DC	☑ Customer Error
lf.V	alid, Reference one of the fo QN Formal Email Notificatio or Carrier Claim Reference N	I, CAPA, on Date,	Non-applicabl	е	
	Completed By (sign an	d date):	Barbara	Maye	13Ju12023

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



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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

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: 50-7510 25 CASES SHIPMENT#: 7115557009 INVOICE#: 9111410749 -Raul Vasquez

Case #: 03617117

Priority: High

Order #: 5008952909

PO#: 1011601801

PO Date: Thu Feb 16 00:00:00 GMT 2023

Invoice #: 9015070386 - 9111410749

Invoice Date: Wed Jun 14 00:00:00 GMT 2023

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

Sold-To ERP City State: TWINSBURG, OH

Sold-To ERP Account Zip Code: 44087

Delivery Document Number/Packing Slip: 6027532403

Contact: RGH GMB-CHH-APINQUIRIES

Claim Reason: Shortage

Description of Claim: shortage

Products and Serial/Lot Numbers

Product Number	Product	Batch/Lot	Amount	Expected Price
50-7510	PLEURX DRAINAGE KIT 1000ML	0001507610, 0001507611	15552.0	

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
5859 Farinon Dr.
San Antonio, TX 78249
US
210-526-5000
bd.com

7115557009 12Jun2023 EXLA – LTL 01980374317

Barbara-Maye

From: BD Claims <claims@bd.com> Sent:

Sunday, July 9, 2023 4:13 PM

To: Vanilla Daniels; Barbara Maye; Jesse Holmes; Joanne Wresch

Subject: Investigation Request Case# 03617117 - RGH ENTERPRISES INC INDEPENDENCE

MEDICAL, PORTLAND, OR - High

Attachments: INVOICE# 9111410749.pdf; DELIVERY PKG LIST 6027532403.pdf; BOL 7115557009.pdf;

POD 7115557009.pdf

Follow Up Flag: Follow up Flag Status: Flagged

Categories: Orange Category

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Contact: RGH GMB-CHH-APINQUIRIES

Claim Reason: Shortage

Description of Claim: shortage

Products and Serial/Lot Numbers

 Product Number
 Product
 Batch/Lot
 Amount
 Expected Price

 50-7510
 PLEURX DRAINAGE KIT 1000ML
 0001507610, 0001507611
 15552.0

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

5859 Farinon Dr.

San Antonio, TX 78249

US

210-526-5000

bd.com

Shipments and deliveries ▼ 27115557009 • @ 6027537200 • @ 6027532403

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Order:

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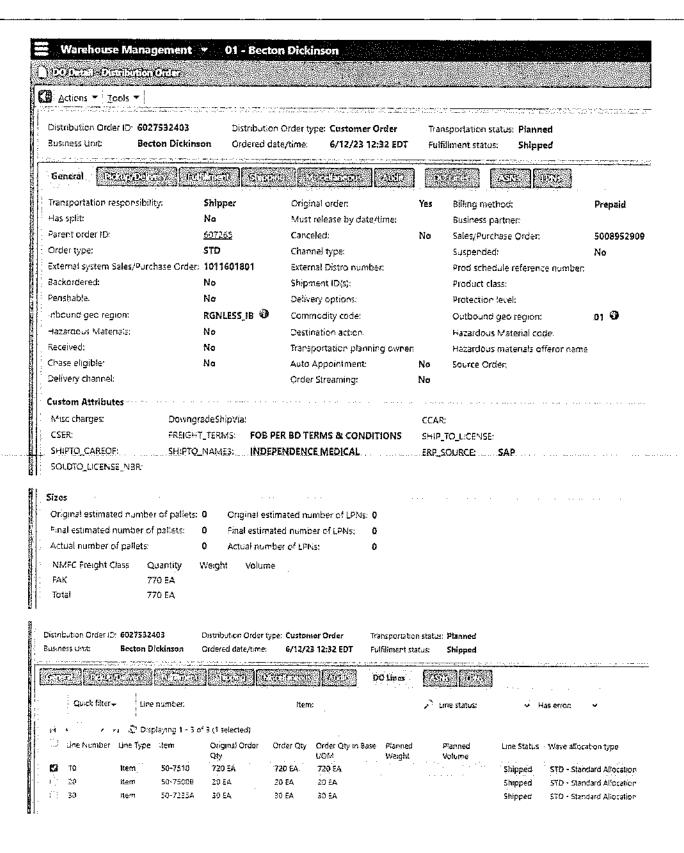
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SHIPMENT PACKING LIST



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Date 06/14/2023

Telephone

Fime 22:11:07



DELIVERY PACKING LIST

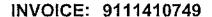


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			MODE Truck L	Truck LTL- 1 Carrier	Contact:	330 963 699	8 8							
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					0001507611	08/09/2025	48.00	CAS	10.00		192.00	2.52		···
0000020	50-7500B NDC 85403-3090-71 DB507500		Pieurx Drainage Kit with 500mL Vacuum Bo		0001504282	07/14/2025	2.00	CAS	10.00	5008952909	6.40	2:51	Room Temperature	
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Customer Service

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systems stores at the list	50-	7510	X	-, x 4W					
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201038746	c - Customer Complaint - Case / Left		ಪ್ರಭಾಗ	Processingnia confurmance	Patiet Loading (1000 ng Sup Sheets	Curigolog Daweres	50-7510	PLEURK DRAINAGE KIT 1000M.	2001449639
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Becton, Dickinson and Company Tel: 855 417 1969 Email: Collections@bd.com Federal ID No: 22-0760120 DUNS: 00-129-2192 moo.bd.www

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	1011601801	06/14/2023	Net 30 Days	1 of 1	

BD Sales Document: 5008952909	Drop Ship Reference:	Contact: CTC-BATCH
BD Delivery: 6027506642	Mode of shipment: Parcel Ground	Shipped From: 8D Distribution Center 2200 West San Bernardino Avenu Redlands , CA 92374-5008
Carrier Reference: FDXG06142023	Carrier: FEDEX CORP	Freight Terms: FOB PER BD TERMS & CONDITIONS

) ы	INE	PRODUCT NUMBER / GTIN	PRODUCT DESCRIPTION / CUSTOMER PRODUCT	QUANTITY SHIPPED	UOM SOLD	UNIT PRICES	TOTAL AMOUNTS	TAX/ NONTAX	
) 	10	302833 50382903028332	30 cc Slip Tip Syringe 58302833	1.000	CAS	163.52	163,52		
	60	303134 50382903031349	Disposable Slip-Tip Syringe 10 mL 58303134	1.000	CAS	82.80	82.80		
. (61	50-7510 50885403090705	Pleurx Drainage Kit with 1000mL Vacuum B DB507510	72.000	CAS	648.00	46,656.00		
	64	50-7500B 50885403090712	Pleurx Drainage Kit with 500mL Vacuum Bo DB507500	2.000	CAS	648.00	1,296.00		<u>*</u> /
ļ	80	50-7235A 50885403502376	Replacement Valve Cap DB507235A	3.000	CAS	71.94	215.82		
)	81	2000E 37613203011946	SmartSite Needle Free Valve 552000E	1.000	CAS	134:00	134.00	. "	ļ
			NET PRICE SUBTOTAL SALES TAX SUBTOTAL GRAND TOTAL				48,548.14 0.00 48,548.14		
	·		If paid by: 06/15/2023	TOTAL DUE: Due Date:	07/14/20	USD 023	48,548.14	<u></u>	

¹ Any conditions specified by buyer to the contrary notwithstanding, the terms and conditions of salu set forth in your conditions specified by buyer to the contrary notwithstanding, the terms and conditions of salu set forth in your conditions with a proper set of the product listed on this executed written agreement with 8D or, if none, or the applicable BD order acknowledgement or pince last sent to you invoice may be subject to additional discounts. The value of any robates, discounts, mostly of the Social trans and Conditions with be brinding on BD unless agreed to in writing agreed by an authorized representative of BD BD Conditions with be brinding on BD unless agreed to in writing agreed by an authorized representative of BD BD Conditions with be brinding on BD unless agreed to in writing agreed by an authorized representative of BD BD BD conditions with the proposed by the buyer. Acceptance by BD of buyer's gurchate order(s), to discounts or other reductions in price inductions in price and both the proposed or the product in the proposed or buyer relating to discounts or other reductions in price inductions or reductions in price inductions or reductions. In price inductions, and the proposed to the product in the proposed or the product in the product in the proposed or the product in the invence and state of any robates. Some of the product in the invence and the product or other reduction in price invented and the product in the product in

GBD BILL OF LADING

CARRIER'S RECEIPT AND AGREEMENT

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SHIPMENT IDENTIFICATION NUMBER

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GEN # 0382909215097 Benton Dickinson 130 Four Oaks Parkway Four Oaks, NC 27524 US	and the contract of the contra	ngan g _{ara} ga gagap nanamona ta dag	CARRIER N/NAME: ESTES Trailer Number: 527341 Seat Number: 4238681 SCAC: EXLA	FXPRESS LINES	
DATE	PAGE	DF	PRO NUMBER:		_
96/14/23	7	1	01980374317		
CONSIGNEE SHIP TO: AND DESTINATION RGH ENTERPRISES INC INDEPENDENCE MEDICAL 2834 NE 1915T AVE BLDG F PORTLAND, OR 97230-6937 US			SEND FREIGHT BILL YO- BD C/O CASS INFORMATION PO BOX 67 STLOUIS, MO 63166 USA	ON SYSTEMS INC	
MASTER BILL OF LADING WITH ATTACHED BIL	LS OF LADING		<u> </u>		
;			77 Ct 1071 A.L.		_

SPECIAL INSTRUCTION

				·····					
ļ	CUSTOMER ORDER INFORMATION								
PURCHASE UNDER#	CUSTOMER CRUER#	BO CELIVERY#	FURCHASE ORDER#	CUSTOMER ORDER	BU DELIVERY#				
1011601801 1011601801	5008952909 5008952909	5027537200 5027532403							
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	CARRIER INFORMATION									
no of Prgs	KIN	ENTOTION CERTION	ERO GUIDE	MESCHS (TES)	MERCHI (CO.	CHE(CT3)	CLEEUVEY			
76		HEEPITAUMÉDICAL LABORATORY SUPPLIES		667.25	302, 9 3	14265	4.04			
TOTAL 78		Tot/	ALS	567.25	J02 <u>.</u> 93	142.65	4.04			

FMERGENEY CONTACT: Chemiec 1-806-624-9300 (Init) 1+70352738971 CCN2532						
Here is to comity the above correct materials are properly classified, describes,	FREIGHTTERMS					
cockaged, moded labeled and are in proper constitlen for transportation according to the copilizable regulations of the Department of Transportation SHIPPER SIGNATURE STORMS STO	FOS PER BD TERMS & CONDITIONS					
CAPPIER NAME ESTES EXPRESS LINES ASSOCIATION ST. C.	DATE/TIME 06/14/23:17:99:30	PALLET COUNT				

PERMANENT POST OFFICE ADDRESS OF SHIPPER Becom, Dickinson and Company, the Becton Drive, Frontin Laws. NJ. 07417. IN THE EVENT OF INABILITY TO DELIVERY OR REFUSAL OF ANY PORTION OF THIS SHIPMENT, NOTIFY SHIPPER AT 201.847.6533. 08/14/23 17:09:30

ESTES P.O. 807 23612, F. DATE ORIGIN 76 / 1 4 / 23 P.D. O.1 9 SHIPPER BI, OR OBL NUMBER 1 1 55 57009	DESTINATION PO	1	The state of the s	19-8037431
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Shipp Shipp DEL S CUST Gin SEAL Fuel	TAL/MEDICAL LABO ET Load Count ER Load Count + 027537200, 60275 070 5008932909 0382909213007 4838681 Surcharge added 115557009	32403 at 22.00%	667 	
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