

Kepada Yth /Dear Sir/ Madam :
PT. DWI SELO GIRI MAS
JL. SUNTER GARDEN BLOK B9-1 B JAKARTA 14350
Up. (Attn) :
Fax No. 65835569



PT. PROPAN RAYA
Industrial Coating Chemicals

JL. Gatot Subroto Km. 8 Tangerang 15810 Banten - Indonesia
Phone : 021-59303333, Fax : 021-5906069

SURAT KOMPLAIN Complaint Letter

<u>No Surat</u>	: 010000402009	<u>Tanggal</u>	: 09.02.2023
<u>Ref. No</u>		<u>Date</u>	
<u>Nama Barang</u>	: CALCIUM CARBONATE M 1200		
<u>Product Name</u>			
<u>Batch (Propan/Supp)</u>	: 23015173 / CALABII0372023	<u>Tanggal GR</u>	: 08.02.2023
<u>Batch (Propan/Supp)</u>		<u>GR Date</u>	
<u>No. SJ Supplier</u>	: SJ2302-0335	<u>Qty yg dikirim</u>	: 18.000,000 KG
<u>DO No.</u>		<u>Delivered Qty</u>	
<u>No. PO</u>	: 4200172748	<u>Qty aktual</u>	: 18.000,000 KG
<u>PO No.</u>		<u>Actual Qty</u>	
<u>No. BAPB</u>	: 5000095635	<u>Qty. yg masalah</u>	: 18.000,000 KG
<u>GR No.</u>		<u>Qty Problem</u>	

Kami sampaikan keluhan terkait dengan kualitas diatas, dimana barang tersebut :

We are writing to complain the quality of goods delivery above, and the goods are conditionally dealt with

No	Disposisi / Disposition	Jumlah / Quantity
1	Diterima / Accepted	
2	Diterima dgn konsensus / Accepted by consensus	18.000,000
3	Diretur / Rejected	

Karena / Because OIL ABSORPTION FAIL : 18 (20-25)

Untuk setiap pengiriman barang ke perusahaan kami, maka kami mengharapkan standar kualitas yang terbaik. Kami harapkan kerjasamanya di masa mendatang agar dapat lebih memperhatikan kualitas barang yang dikirim tersebut dalam kualitas terbaik.

The best standard quality is required in every delivery. So kindly to pay more attention to the quality of the delivered goods in the future.

Atas perhatiannya & kerjasamanya Kami ucapkan terima kasih.

Thank you for your attention & cooperation.

Hormat kami / Sincerely yours,

PT. PROPAN RAYA INDUSTRIAL COATING CHEMICALS

Procurement Head

cc : - Product Development / Packaging Management

Feedback :

Supplier

Routing : QC => Procurement (Cc Gudang Penerimaan) => Supplier => Procurement => QC & Gudang Penerimaan

- Surat ini harus dibawa dan diserahkan ke gudang penerimaan saat pengambilan barang

This letter should be submitted to the warehouse when taking the returned goods

- Diharapkan pengambilan barang maksimal 7 hari sejak supplier menyetujui komplain

The returned goods is expected to be taken in 7 days since complaint are approved by supplier

FG10101