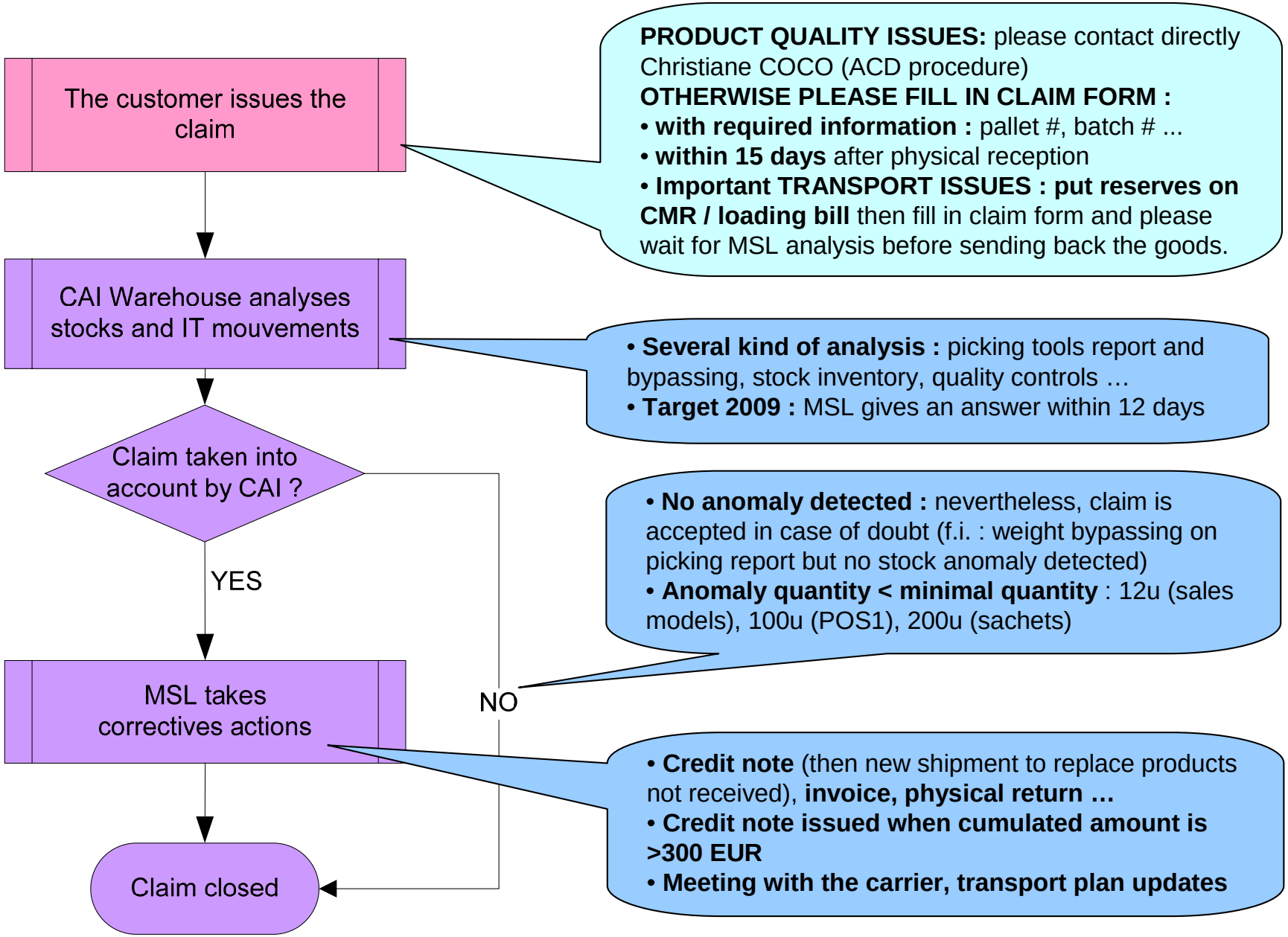
The customer issues the claim
PRODUCT QUALITY ISSUES: please contact directly Christiane COCO (ACD procedure)
OTHERWISE PLEASE FILL IN CLAIM FORM :
• with required information : pallet #, batch # ...
• within 15 days after physical reception
• Important TRANSPORT ISSUES : put reserves on CMR / loading bill then fill in claim form and please wait for MSL analysis before sending back the goods.
CAI Warehouse analyses stocks and IT mouvements
• Several kind of analysis : picking tools report and bypassing, stock inventory, quality controls …
• Target 2009 : MSL gives an answer within 12 days
Claim taken into account by CAI ?
YES
NO
• No anomaly detected : nevertheless, claim is accepted in case of doubt (f.i. : weight bypassing on picking report but no stock anomaly detected)
• Anomaly quantity < minimal quantity : 12u (sales models), 100u (POS1), 200u (sachets)
MSL takes correctives actions
• Credit note (then new shipment to replace products not received), invoice, physical return …
• Credit note issued when cumulated amount is >300 EUR
• Meeting with the carrier, transport plan updates
Claim closed