

CMS

Categories of Claims

Shortage

Short quantities received in assorted / Sealed boxes where external Box remain intact

Short & Partial Delivery of Boxes / parts by Transporter against LR

Material Not Delivered to customer Sue to accident / natural calamity, other reasons

Damage

Damage Qty against Invoice in assorted / Sealed boxes where external Box remain intact

External Damage Box / Leakage / Wet Condition delivery -by Transporter against LR

External Damage Box delivery - by Transporter where Products are Saleable

Quality

Wrong primary packing

Rusted

Wrong MRP printed on Primary & Sec carton

Part No not matching Specification

Wrong Delivery

Products billed Sue to punching error by Zonal Office

Products billed due to punching error by customer (E-focus./AP-Web/Email)

Wrong parts received against Invoice in assorted/Sealed boxes where external Box remain intact


Wrong Box / interchanges consignment by Transporter.

Batch mismatch where Invoice Batch and Physical Batch differs

CMS Shortage

S1

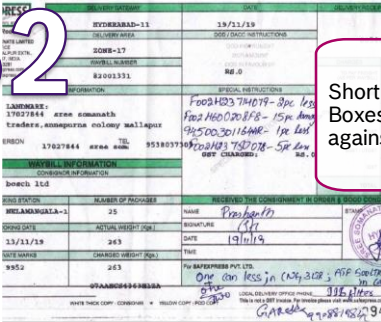
Shortage



Short quantities received in assorted / Sealed boxes where external Box remain intact

S2


Shortage



Short & Partial Delivery of Boxes / parts by Transporter against LR

S3

Shortage

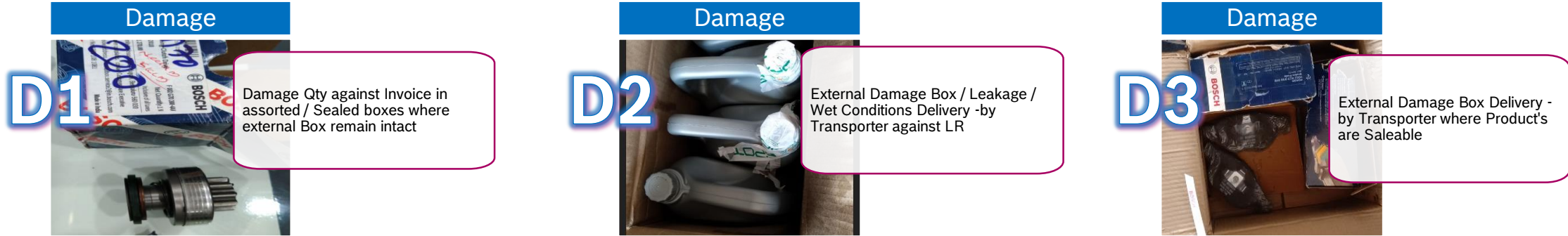


Material Not Delivered to customer due to accident / natural calamity, other reasons

Category	Int Cat	Sub Category	Claim Cat. Type	Brief	Cust Mandatory Rqmnt	Mandatory Comment on LR	Documetory Evidence	Settlement Mode	Action to Stake holders	RSO Type	Retun of Material
Shortage	S1	Short quantities received in assorted / Sealed boxes where external Box remain intact	Assorted	Billed Qty Not Matching Packed Qty	LR		Packing List, AM Verification	CN	Wh for Stock Correction - Debit the WH	YATD - 46	Not Applicable
			Sealead	Pack Qty not Maching Actual Qty	LR		Pic of the Sealed box, AM Verification	CN	Debit the Vendor		
Shortage	S2	Short & Partial delivery of Boxes / parts by Transporter against LR	Assorted /Sealed	Packed Boxes not Maching Actual Deliery Boxes	LR	Mandatory - Missing Box no	Packing List with totoal Box count, AM Verification	CN	Debit the TRANSPOTER	YATD - Y47	Not Applicable
Shortage	S3	Material Not delivered to customer due to accident / natural calamity, other reasons	Assorted	Material Not delivered by Transporter -	LR		Mail Copy from Transpoter	CN	Claim from Insurnace / recover from Transporter	YATD - Y48	Not Applicable

CMS

Damage



Category	Int Cat	Sub Category	Claim Cat. Type	Brief	Cust Mandatory Rqmnt	Mandatory Comment on LR	Documetory Evidence	Settlement Mode	Action to Stake holders	RSO Type	Retun of Material
Damage	D1	Damage Qty against Invoice in assorted / Sealed boxes where external Box remain intact	Assorted	Internal Carton is Damaged	LR		Photo of the damage, AM Verification	GRN -CN	-	YATD - Y47	Applicable (Excluded battery & Oil)
			Sealead	Parts Damaged inside sealed box	LR		Photo of the damage, AM Verification	GRN -CN	-		
Damage	D2	External Damage Box / Leakage / Wet Condition delivery -by Transporter against LR	Assorted	Leakage / wetness in the Carton found @ time of delivery - Oil & Battery	LR	Part no & Qty (Leakage part)	Photo of the damage, AM Verification	CN	Debit the TRANSPOTER	YATD - Y45	Not Applicable
			Assorted	External Box damaged due to mishandling by transpoter	LR	Damaged Box no	AM Verification Packing List with total Box count	CN	Debit the TRANSPOTER	YATD - Y45	
Damage	D3	External Damage Box delivery -by Transporter where Products are Saleable	Assorted	External Box damaged due to mishandling by transpoter	LR	Mandatory - Damage Box no	Photo of the damage, AM Verification	CN	Debit the TRANSPOTER	YATD - Y45	Applicable (Excluded battery & Oil)

++ Battery Claim : DB note will be raised the Scrap battery

CMS Quality

Quality

Q1



Wrong primary packing

Quality

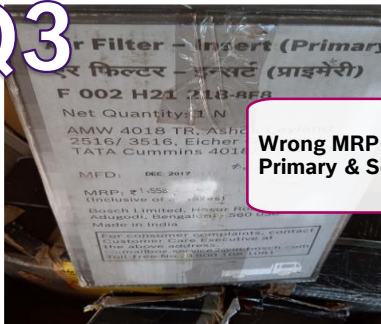
Q2



Rusted

Quality

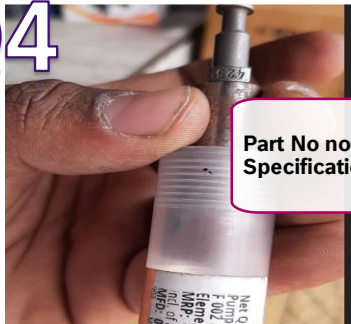
Q3



Wrong MRP printed on Primary & Sec carton

Quality

Q4

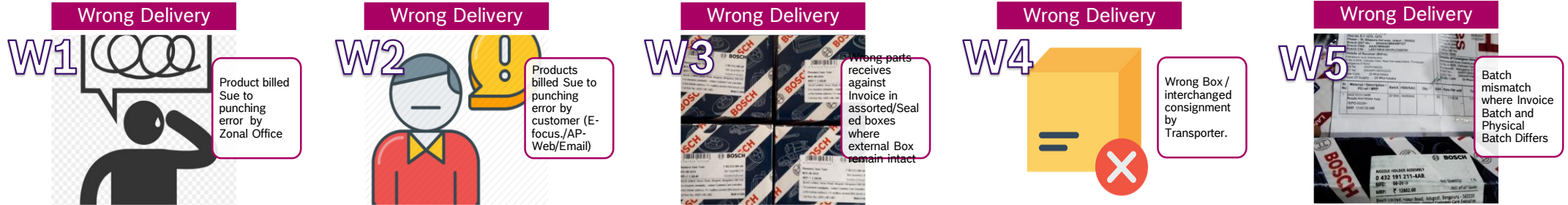


Part No not matching Specification

Category	Int Cat	Sub Category	Claim Cat. Type	Brief	Cust Mandatory Rqmnt	Mandatory Comment on LR	Documetory Evidence	Settlement Mode	Action to Stake holders	RSO Type	Retun of Material
Quality	Q1	Wrong Primary Packing		Wrong Part inside	LR		Photo of the Part, AM Verification	GRN -CN		YARB	Applicable
Quality	Q2	Rusted		part Found Rusty inside sealed pack	LR			GRN -CN		YARB	Applicable
Quality	Q3	Wrong MRP printed on Primary & Sec carton		Wrong MRP printed Primary / Sec Carton	LR			GRN -CN		YARB	Applicable
Quality	Q4	Part No not matching specification		Part Not Matching Spec.	LR			GRN -CN		YARB	Applicable

CMS

Wrong Delivery



Category	Int Cat	Sub Category	Claim Cat. Type	Brief	Cust Mandatory Rqmnt	Mandatory Comment on LR	Documetory Evidence	Settlement Mode	Action to Stake holders	RSO Type	Retun of Material
Wrong Delivery	W1	Products billed due to punching error by Zonal Office		Wrong Part Keyed, Order keyed for one for another Customer By Zonal SLC	LR		SLC Mail Conformation / Customer Order Mail to SLC	GRN -CN		YARB	Applicable
Wrong Delivery	W2	Products billed due to punching error by customer (E-focus./AP-Web/Email)		Wrong Part Keyed, Order keyed for one for another Customer By Customer	LR		AM Verificaiton	GRN -CN		YARB	Applicable
Wrong Delivery	W3	Wrong parts received against Invoice in assorted/Sealed boxes where external Box remain intact	Assorted	One for another Part recived in Assorted box	LR		Photo of the Part	GRN -CN		YARB	Applicable
			Sealead	One for another Part recived in Assorted box	LR		Photo of the Part	GRN -CN		YARB	Applicable
Wrong Delivery	W4	Wrong Box / interchanged consignment by Transporter.		Wrong Consignment delivered to Customer	LR		Photo of the Shipping Lable	GRN -CN	Debit the TRANSPOTER cost	YARB	Applicable
Wrong Delivery	W5	Batch mismatch where Invoice Batch and Physical Batch differs	Assorted / Sealed	Wrong Batch recived - Billed MRP is less the Rcvd MRP	LR		Photo of the Part	CN			NA