

Rebecca

发件人: max.cao <max.cao@scmhome.com>
 发送时间: 2023年7月31日星期一 14:49
 收件人: 'Rebecca'; 'Kevin.Tang'
 抄送: '梁立强'
 主题: 答复: Charge Back Information(Case No.:CB2301518, Customer:ALDI INC. (DI))

Hi Rebecca,

工厂仓库查了装柜记录, ALDID-221111-14 这批一共是 230 箱, 拆分到了 2 个柜子, 柜号 1038223 是 65 箱, 柜号 3173074 是 165 箱, 以下是 2 个柜子当时封箱的照片, 可以看到已经很满了, 基本到顶, 只留了一点余地。100 箱有 14 个方左右, 如果少装这么多柜子会非常的空。

另外, 根据工厂之前遇到的类似案例, 客人卸货时有可能按照每拖的数量计算总拖数, 比如每拖 12 箱记成了每拖 16 箱, 那总拖数累积后总数量就不对了。

综合以上信息及以下装柜照片, 烦请看下是否让客人再 Double Check 下。

62	ALDID-221111-11 WEB-202486	110	ALDI90-0947 Cust.:704679	ALDI50-0945 ALDI50-0946
64	ALDID-221111-12 DWT-206744	125	ALDI90-0947 Cust.:704679	ALDI50-0945 ALDI50-0946
66	ALDID-221111-13 SXB-208352	125	ALDI90-0947 Cust.:704679	ALDI50-0945 ALDI50-0946
68	ALDID-221111-14 MTJ-200009	65	ALDI90-0947 Cust.:704679	ALDI50-0945 ALDI50-0946
50	1*40HQ	425	FANU1038223/HLG5877489	
51	ALDID-221111-14 MTJ-200009	165	ALDI90-0947 Cust.:704679	ALDI50-0945 ALDI50-0946
53	ALDID-221111-15 FRE-222462	260	ALDI90-0947 Cust.:704679	ALDI50-0945 ALDI50-0946
54	1*40HQ	425	FANU3173074/HLG5877484	

柜号 1038223 装柜照片:



柜号 3173074 装柜照片:



多谢!

Thanks & Best Regards

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发件人: Rebecca [mailto:rebecca.deng@scmhome.com]

发送时间: 2023 年 7 月 28 日 13:05

收件人: 'Kevin.Tang'; 'max.cao'

抄送: '梁立强'

主题: 转发: Charge Back Information(Case No.:CB2301518, Customer:ALDI INC. (DI))

重要性: 高

Hi Kevin

以下是 ALDID-221111-14 Shortage Claim, 客人 Claim 少出 100 箱, 请确认是否正确或提供有效证据。谢谢!

EEC CASE#	PO	CB AMOUNT	PROGRAM	Program Description	EEC
CB2301518	MTJ-200009	\$4,464.00	704679	ALDID HH-2023 Fall Quilted Mattress Pad	ALDID-221

Best Regards
Rebecca Deng (Deng Zhi Ling)
PM Team

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发送时间: 2023 年 7 月 27 日 5:11

收件人: rebecca.deng@scmhome.com

主题: Charge Back Information(Case No.:CB2301518, Customer:ALDI INC. (DI))

Charge Back Case No.:CB2301518

Customer:ALDI INC. (DI)

Created BY:yanglang@syncsoftinc.cn

Investigation Dept.:US Production

Creation Date:7/23/2023

B/L No.:

Customer Po No.:MTJ-200009

Invoice No.:6267513

Charge Back Reason:Shipment Shortage-40070-0000

Violation Descr:Short Shipment

Charge Back Ref. No.:6267513

Charge Back Amt:\$4,464.00

Payment Check No.:PAML448-488

Payment Check Date:7/19/2023

Charge Back Division:Basic Bedding(BASI)

CB Dispute Deadline:8/9/2023

Investigation Due Date:8/2/2023

Process Step:CBC Review

Case Status:Open

CBC Case Close Date:

Reference Case Alert No.:

Investigation Result:

Valid Charge Back Amount:\$0.00

Reclaim to customer Amt.:\$0.00

1st Credit Amt:\$0.00

Final Credit Amt:\$0.00

Reclaim Amt:\$0.00

Reclaim Date:

Response Date:

Cust. Reversal Amt:\$0.00

Investigated By:Rebecca Deng

Investigation Approved By:

Investigation Overview: