
VIOLATION COMMENTS:

Ordered inner pack 3 pcs, outer pack 24 pcs. Received 24 inner packs of 1 pcs = 24 pcs total per cartons. Entire PO

That means there was a confusion or issue with the packaging configuration/count, and that is likely why they issued the chargeback.

Broken down:

- **“Ordered inner pack 3 pcs, outer pack 24 pcs”**
They expected:
 - each **inner pack** to contain **3 pieces**
 - and each **outer pack/carton** to contain **24 pieces total**
- **“Received 24 inner packs of 1 pcs = 24 pcs total per cartons”**

But they received:

- 24 inner packs
- with only 1 piece in each pack
- meaning 24 total pieces per carton.

The issue is that the inner pack configuration did not match what was ordered.

They expected packs of 3 units, but they received individual units instead.

- **“Entire PO”**
This means the issue applies to the entire Purchase Order, not just a few cartons.

In other words:

The total quantity may have been correct, but the packaging configuration did not meet the customer’s requirements.

Packing Compliance

- Customers often want their items packed in certain ways, which turns into a rework project for the warehouse. However, the customer may or may not have been aware of our packing configuration/count as they were expecting certain items all in one carton. As a result, we received a chargeback due to the packing compliance.