

12th October 2016

To all our Distributor's/Stockist's

This is in reference to the frequent complaints about receipt of shipments in damaged, leakage conditions, short supply etc.

In order to reduce the time required for closure of such complaints, **With Immediate Effect** we have implemented a new process in co-ordination with the warehouse team.

Scenario 1

Once the shipment is delivered to our distributor or customer, they need to remark the POD with remarks saying "number of quantity received in damaged/leakage condition or short supplied".

For e.g. If the customer has received 2 qtys short, or in damaged / leaking condition, they need to mentioned on POD "**2 qtys short received / 2 qtys received in damaged/leaking condition**". Remarks need to be put on the Driver copy which the transporter gives to customer on delivery of material. Also note the remarks have to be authenticated with customer signature/stamp.

Attached find sample POD for your reference.

Scenario 2

It is well known that some transporters like Blue Dart do not offer "**OPEN DELIVERY**" in that case customer has to put remark "**SUBJECT TO VERIFICATION**", sign/stamp the POD and accept the shipment with.

Refer 2nd attached POD copy.

Please note, henceforth all CCMS complaints will be accepted only on receipt of signed/remarked POD. Hence, this is a mandatory requirement. Based on your acceptance, we will be communicating this in a separate communication to all our customers.

Request you to make a note of this requirement and register your CCMS complaints accordingly.

For any clarification or query, please call customer service team.

Thanks & Regards,

Customer Support Team

Toll Free No: 1800 22 2230

For any clarification or query, please get in touch with:

Mr. Ramdas Jadhav at:

ramdas.jadhav@thermofisher.com

Contact - 09930425066

www.thermofisher.com

Sample Remarked POD in case of Open Delivery

13-10-10 PATEL RETAIL

DRIVER'S COPY

Goods Consignment Note
 CCU No: **B 632242**


DRIVER'S COPY TO COMPANY HEADQUARTER
 SERVICE ACCOUNTS AND ESTABLISHMENT
 PHONE NUMBER

DETAILS		CUSTOMER		CONSIGNEE		Booking Time					
Name	Thermo		Thermo		Date of entry		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
State	Maharashtra		Maharashtra		Ending Date		09/10/10				
City	Mumbai		Mumbai		Starting Delivery Date						
State	Maharashtra		Maharashtra		Pin						
Pin	400002		400002		To/From						
To/From	9		9		To/From						
From					To/From						
To					To/From						
Contract					Service Product						
Package No	From	Types of Packages	No. of Packages	L	D	H	Surface	Air	Rail		
	To	No. of Packages								Sub to contain	
TOTAL											
Booking			Delivery			Forwarding Note			Documents Attached		
<input checked="" type="checkbox"/> G	<input checked="" type="checkbox"/> B	<input checked="" type="checkbox"/> D	<input checked="" type="checkbox"/> O	<input checked="" type="checkbox"/> F	<input checked="" type="checkbox"/> N	Invoice No			Trade Invoice With		
At OWNER'S RISK/CARRIER'S RISK			DOOR TO DOOR			IN RENT TO GO			R.F.D. NO.		
CONSIGNEE'S SIGNATURE			DOOR TO DOOR			DOOR TO DOOR			DOOR TO DOOR		
Signature of Driver			Signature of Receiver			Signature of Receiver			Signature of Receiver		
Date			Date			Date			Date		
Place			Place			Place			Place		

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Toll Free No. 1800 22 3666

Sample Remarked POD for Blue Dart in case of No Open Delivery

Product Code	Origin	BLK	RTI	W/T	11	12	2	DART SURFACE
Company Code	Company	SRI Tirumala						BLUE DART
Address	1st main Road Byatara Chappala MYSOOR ROAD						505521	
City	Pin	560001						
State	KARNATAKA							
Country	INDIA							
Weight	Volume	500						
Value	114078							
Insurance	114078							
								
<p>7 Box Damaged 41x40x Subject to verification.</p>								
Track (at www.bluedart.com)								