

**COMPLAINT ASSESSMENT FORM**

Supplier Name	Heidelberg Indonesia	Complaint No. :
Address	Mulia Business Park, Building E Jl. MT. Haryono Kav.58-60, Jakarta Selatan 12780	28/CAF/PCH/VIII/GAP/2025
	Jakarta	CIF No.: 002/TEK/VIII/2025
Phone	021-27536800	
PIC	Agus Budiyo/Yohanes Bangkit	Invoice No. :
PO	PO/25/1554	
Quality Order	8 Pcs	Product : 8 Pcs
Quality Complaint	8 Pcs	Specification : FORWARDING ROLLER / MV.037.921/01

Problem :
SPAREPART FORWARDING ROLLER / MV.037.921/01 YANG DIKIRIM DARI VENDOR HEIDELBERG TIDAK SESUAI, SEHINGGA
TIDAK BISA DIPASANG DI MESIN

Category of Complaint

- | | |
|---|-----------------------------------|
| ☒ Quality | ☐ Handling |
| ☐ Packaging | ☐ Quantity |
| ☐ Delivery | |
| ☐ Ect | |

Claim value (IDR/USD/SGD/EUR) :
In Words

(.....)

Data :

- | | |
|---|--|
| ☐ Original sample / before process | ☐ Copy of DN |
| ☐ Sample after process | ☒ Photo |
| ☐ Comparison sample | ☐ Packaging |
| ☐ Inspection Card | ☐ Pull Tape (for Picking / Dusting problem) |
| ☐ Ream Label | |
| ☐ Ect | |

Notes :**Jakarta, 11 Agustus 2025**Prepared by,
11-08-2025

Checked by,

Approved by,

(.....)

(.....)

(Lan Hermes Sinaga)
(Staff Pembelian)

(Ka. Bag. Pembelian)

(Supplier)