



| COMPLAINT ASSESSMENT FORM                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                         |                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|----------------------------------------------------------|
| Supplier Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Cakrawala Mega Indah                                    | Complaint No. : 10/CAF/PCH/VI/GAP/2025                   |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | JL MH Thamrin N, Bii plaza, Tower II 18 th floor,       |                                                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Jakarta                                                 | CIF No.: 004/WEB/VI/2025                                 |
| Phone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 021-3929266-69                                          |                                                          |
| PIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Oscar / Oktavina                                        | Invoice No. :                                            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                         |                                                          |
| PO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | PO/24/2216                                              |                                                          |
| Quantity Order                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 30000000 KG                                             | Product : HVS ROLL                                       |
| Quantity Complaint                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1474.17 KG                                              | Specification : HVS ROLL 70 73 AQNA                      |
| Problem :<br><div>BERAT FISIK DAN LABEL TIDAK SESUAI</div>                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                         |                                                          |
| Category of Complaint<br><div><input checked="" type="checkbox"/> Quality <input type="checkbox"/> Handling<br/><input type="checkbox"/> Packaging <input type="checkbox"/> Quantity<br/><input type="checkbox"/> Delivery<br/><input type="checkbox"/> Ect .....</div>                                                                                                                                                                                                                                |                                                         | Claim value (IDR/USD/SGD/EUR) :<br>In Words<br>( ..... ) |
| Data :<br><div><input checked="" type="checkbox"/> Original sample / before process <input type="checkbox"/> Copy of DN<br/><input type="checkbox"/> Sample after process <input checked="" type="checkbox"/> Photo<br/><input type="checkbox"/> Comparison sample <input type="checkbox"/> Packaging<br/><input type="checkbox"/> Inspection Card <input type="checkbox"/> Pull Tape ( for Picking / Dusting problem )<br/><input type="checkbox"/> Ream Label<br/><input type="checkbox"/> Ect</div> |                                                         |                                                          |
| Notes :<br><div>NOMOR ID ROLL QTY KET<br/>300811399 491.39 KG FISIK 479.4 ( -11.9 KG )<br/>300811397 491.39 KG FISIK 484 ( -7.39 KG)<br/>300811419 491.39 KG FISIK 474.8 ( -16.59 )<br/>NO.DO 5782263191</div>                                                                                                                                                                                                                                                                                         |                                                         |                                                          |
| Jakarta, 03 Juni 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                         |                                                          |
| Prepared by,<br>03-06-2025<br><div>Gita Siti</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Checked by,<br>03-06-2025<br><div>Maurina Gurning</div> | Approved by,<br><div>( Supplier )</div>                  |
| ( Gita Siti )<br>( Staff Pembelian )                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ( Maurina Gurning )<br>( Ka. Bag. Pembelian )           |                                                          |