PT. GELORA AKSARA PRATAMA

FRM.PCH.04.01/rev-3

Jl. H. Baping Raya No. 100, Ciracas, Pasar Rebo, Jakarta timur. Telp (021) 8710060. Fax (021) 8710566

COMPLAINT ASSESSMENT FORM

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

Kategory 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,	Checked by,	Approved by,
11-08-2025		
(Lan Hermes Sinaga)	(.....)	(.....)
(Staff Pembelian)	(Ka. Bag. Pembelian)	(Supplier)