



COMPLAINT ASSESSMENT FORM

Supplier Name	Cakrawala Mega Indah	Complaint No. : 48/CAF/PCH/XI/GAP/2025
Address	JL MH Thamrin N, Bii plaza, Tower II 18 th floor,	
	Jakarta	CIF No.: 009/WRH/XI/2025
Phone	021-3929266-69	
PIC	Oscar / Oktavina	Invoice No. :
PO	PO/25/2171	
Quantity Order	500.000 KG	Product : HVS ROLL
Quantity Complaint	4.450 KG	Specification : HVS ROLL 70 88 AQNA

Problem :

BERAT TIMBANGAN KURANG TIDAK SESUAI LABEL

Category of Complaint	Claim value (IDR/USD/SGD/EUR) :
☒ Quality	Rp.50.285.000.-
☐ Packaging	In Words
☐ Delivery	(Lima puluh juta dua ratus delapan puluh lima
☐ Ect	ribu rupiah)

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 :

NOMOR ID ROLL QTY KET' RUSAK

214003809 592.37 HASIL TIMBANG 576.20

214192540 592.37 HASIL TIMBANG 582.20

214192538 592.37 HASIL TIMBANG 582.60

244192352 592.37 HASIL TIMBANG 576

214003317 592.37 HASIL TIMBANG 576

214003960 592.37 HASIL TIMBANG 576

214003293 592.37 HASIL TIMBANG 588.80

214003171 592.37 HASIL TIMBANG 589.80

214003196 592.37 HASIL TIMBANG 590.20

214003355 592.37 HASIL TIMBANG 590.20

NO PO PO/25/2171 NO PO 5782221001

Jakarta, 26 November 2025

Prepared by, 26-11-2025	Checked by, 26-11-2025	Approved by,
(Gita Siti) (Staff Pembelian)	(Maurina Gurning) (Ka. Bag. Pembelian)	(.....) (Supplier)