



COMPLAINT ASSESSMENT FORM

Supplier Name	Cakrawala Mega Indah	Complaint No. : 49/CAF/PCH/XI/GAP/2025
Address	JL MH Thamrin N, Bii plaza, Tower II 18 th floor,	
	Jakarta	CIF No.: 008/WRH/XI/2025
Phone	021-3929266-69	
PIC	Oscar / Oktavina	Invoice No. :
PO	PO/25/0475	
Quantity Order	3.000.000 KG	Product : HVS ROLL
Quantity Complaint	33.000 KG	Specification : HVS ROLL 70 73 AQNA

Problem :

BERAT TIMBANGAN KURANG TIDAK SESUAI LABEL

Category of Complaint	Claim value (IDR/USD/SGD/EUR) :
☒ Quality	Rp.379.500.000.-
☐ Packaging	In Words
☐ Delivery	(Tiga ratus tujuh puluh sembilan ribu lima ratus
☐ 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 HASIL TIMBANG

300811142 491.39 HASIL TIMBANG 448

300811140 491.39 HASIL TIMBANG 454

300780818 491.39 HASIL TIMBANG 456.6

300780815 491.39 HASIL TIMBANG 472.6

213902754 491.39 HASIL TIMBANG 474

213902908 491.39 HASIL TIMBANG 475.8

300781110 491.39 HASIL TIMBANG 479.2

213855496 491.39 HASIL TIMBANG 480.6

213855527 491.39 HASIL TIMBANG 481.4

213902696 491.39 HASIL TIMBANG 482

NO PO PO/25/0475 NO PO 5782225025

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)