

STANDARDIZED HANDLING OF DISPUTES involving Transportation between Suppliers and Customers

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Introduction

As part of the CIP/ACL mission to standardize inter-professional interaction, manufacturers, wholesaler and distributors partnering in the pharmaceuticals distribution chain have worked with carriers to define a process for standardizing the way disputes are handled.

Managing logistics flows of goods involves suppliers, carriers and recipients. Disputes may be raised at the point of delivery where the recipient's logistics or goods inward department identifies a quality and/or quantity issue.

To facilitate their relationships when resolving a dispute, two procedures involving the use of standard forms are described in this document: the Carrier Dispute on Reception of Goods and the Supplier Dispute following Delivery/Receipt.

Ultimately, it is desirable to move towards electronic communication by making widespread use of the EDI message Dispatch Advice (DESADV) and Reception Advice (RECADV) messages to optimize the dispute handling.

Purpose

The purpose of this document is to suggest a dispute handling standardization process that provides distribution chain partners with standard forms based on a clear coding structure covering all dispute scenarios.

Disputes are broken down into reasons, sub-reasons and associated clarification, all of which can be entered in the item lines of each form. This coding structure paves the way towards EDI integration of dispute handling procedures.

Reference used: the Standardized Handling of Disputes brochure (September 1998).

Benefits

For distributors

Distributors have two separate standardized forms; one for carrier disputes and one for supplier disputes.

The Carrier Dispute on Reception of Goods form is effectively a letter of complaint compliant with the provisions set out in Article L133-3 of the French Commercial Code. It must be sent to the carrier by registered mail within 72 hours (three working days) and copied simultaneously to the shipper by post or EDI.

The process of accounting for credit notes and/or adjustment invoices is facilitated where the shipper attaches the completed form evidencing resolution of the dispute to these documents.

Standardizing this procedure paves the way for EDI integration as the basis of automating the process.

For manufacturers

The availability of completed standardized forms improves access to the information needed to handle and resolve disputes. The dispute and the relevant persons are immediately identified.

The form alone provides all the information required and facilitates communication between partners.

There is no further need for intermediate documents. For example, when a credit note or adjustment invoice is issued, the adjustment covering letter may be omitted

where a copy of the completed form is attached.

Standardization paves the way for automation of the dispute handling procedure. It also offers the option of using EDI and the feedback provided by the Reception Advice (RECADV) message.

Classification of disputes

Disputes handled by the logistics or goods inward department may be classified into two categories:

- CARRIER DISPUTES relate to defects in the transportation service provided and are raised at the time of receipt.
- SUPPLIER DISPUTES relate to a supplier error regarding

the quantity or quality of the goods shipped (price, model, expiry date, etc.).

Dictionary of disputes

There is a dictionary of reasons, sub-reasons and associated clarifications for each category of dispute, as well as options for links between dictionary items.

All are integrated into the forms and can also be included in the equivalent electronic messages.

Dictionary of Carrier disputes

Reason for dispute			Associated sub-reason			Associated clarification			Application scenario
Code	Short form	Description	Code	Short form	Description	Code	Short form	Description	
101	M	MISSING	09	DN -BL	Relative to Shipping/Delivery Note	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Package missing relative to the receipt
102	T	TOO MANY PACKAGES				4	RETAI -GARDE	Retained / To be invoiced	Too many packages delivered, <u>to our address</u> or <u>with no address</u> . Package retained
102	T	TOO MANY PACKAGES				5	TBRET -A REPR	To be returned / Issue credit note	Too many packages delivered, <u>to our address</u> or <u>with no address</u> . Package not retained. To be returned at the expense of the pharmaceutical company.
103	A	DAMAGED, REJECTED	01	OTH -AUT	Other (specify)	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Any other failure by the carrier to comply with standard instructions (e.g. cold chain broken) The goods are rejected and left with the carrier.
103	A	DAMAGED, REJECTED	03	ECR -CRU	Ripped open, Crushed	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Package visibly damaged externally. The most commonplace example of 'A'. The goods are rejected and left with the carrier.
103	A	DAMAGED, REJECTED	06	WET -MOU	Wet	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Package wet, damp or soiled by a liquid (water, wine, rain, etc.) The cause is external. The goods are rejected and left with the carrier.
103	A	DAMAGED, REJECTED	07	OPE -OUV	Open	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Package has visibly been opened, re-taped or re-stretch wrapped / incomplete on delivery. (if this is not visible from the packaging, raise a supplier dispute using 'CI' as the reason). The goods are rejected and left with the carrier.
103	A	DAMAGED, REJECTED	08	TSE -TCO	Traces of seepage, Stains	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Packaging sticky (usually containing syrups or solutions). The cause is intrinsic to the packaging. The goods are rejected and left with the carrier.

Reason for dispute			Associated sub-reason			Associated clarification			Application scenario
Code	Short form	Description	Code	Short form	Description	Code	Short form	Description	
104	P	DAMAGED, RETAINED FOR SORTING	01	OTH -AUT	Other (specify)	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Package damaged, but accepted with reservation recorded on receipt. Mandatory procedure where a contract is in place with the supplier. Package damaged and partially accepted. -> identified on arrival of the carrier delivery -> therefore with receipt endorsed with reservations -> the products are sorted in order to retain those that are acceptable Under these circumstances, this is a 'T' dispute.
104	P	DAMAGED, RETAINED FOR SORTING	03	ECR - CRU	Ripped open, Crushed	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	As above
104	P	DAMAGED, RETAINED FOR SORTING	06	WET - MOU	Wet	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	As above
104	P	DAMAGED, RETAINED FOR SORTING	07	OPE - OUV	Open	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	As above
104	P	DAMAGED, RETAINED FOR SORTING	08	TSE -TCO	Traces of seepage, Stains	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	As above
105	I	ISOLATED FOR ANALYSIS	17	TIN -TNC	Temperature incorrect	5	TBRET - A REPR	To be returned / Issue credit note	Package whose temperature when tested on delivery does not comply with that agreed with the pharmaceutical company for controlled temperature products. The goods are isolated in a cold room awaiting the decision of the pharmaceutical company.
110	RER - EDT	RECIPIENT ERROR ATTRIBUTABLE TO CARRIER				4	RETAI - GARDE	Retained / To be invoiced	Too many packages delivered <u>labeled with a different address and retained in agreement with the pharmaceutical company.</u>
110	RER - EDT	RECIPIENT ERROR ATTRIBUTABLE TO CARRIER				6	RETUR - RENDU	Returned to carrier	Too many packages delivered <u>labeled with a different address.</u> Not retained by us To be returned to the carrier.

Dictionary of Supplier disputes

Reason for dispute			Associated sub-reason			Associated clarification			Application scenario
Code	Short form	Description	Code	Short form	Description	Code	Short form	Description	
201	DAM - AB	PRODUCT(S) DAMAGED(S)	01	AUT	Other (specify)	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Goods damaged inside a package that appears intact externally, and with a different sub-reason from other circumstances -> use the comments section to enter a description.
201	DAM - AB	PRODUCT(S) DAMAGED(S)	03	ECR	Ripped open, Crushed	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Goods damaged/crushed inside a package that appears intact externally.
201	DAM - AB	PRODUCT(S) DAMAGED(S)	06	MOU	Wet	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Goods wet inside a package that appears intact externally (e.g. condensation, unsealed ice packs, etc.).
201	DAM - AB	PRODUCT(S) DAMAGED(S)	08	TCO	Traces of seepage, Stains	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Goods stained or soiled inside a package that appears intact externally (e.g. syrups or solutions, grease, ink, etc.).
201	DAM - AB	PRODUCT(S) DAMAGED(S)	16	SCO	Adhesive traces	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Goods with traces of adhesive on packs contained inside a package appear intact externally.
201	DAM - AB	PRODUCT(S) DAMAGED(S)	17	TNC	Temperature incorrect	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	Goods whose temperature when tested on delivery does not comply with that agreed with the pharmaceutical company for controlled temperature products (e.g. Freezing shock).
202	MP - PM	MISSING(S) PRODUCT(S)	09	BL	Relative to Shipping/Delivery Note	2	REORD -RECOM	Do not send supplementary shipment Issue credit note - We will reorder	The number of packages is correct on receipt and: - product missing in a retail pack - entire package missing relative to the delivery note Where a product is missing from a Standard package, use the reason 'CI'.
203	TP	TOO MANY PRODUCTS	09	BL	Relative to Shipping/Delivery Note	4	RETAI - GARDE	Retained / To be invoiced	More of the ordered product received than shown on the DN. The number of packages is correct on receipt. Product retained.
203	TP	TOO MANY PRODUCTS	09	BL	Relative to Shipping/Delivery Note	5	TBRET - A REPR	To be returned / Issue credit note	More of the ordered product received than shown on the DN. The number of packages is correct on receipt. Product not retained. To be returned at the expense of the pharmaceutical company.
203	TP	TOO MANY PRODUCTS	10	CDE	Relative to order	5	TBRET - A REPR	To be returned / Issue credit note	More of the ordered product received than shown on the order. The quantity received is the same as shown on the DN. Product not retained. To be returned at the expense of the pharmaceutical company.
203	TP	TOO MANY PRODUCTS	10	CDE	Relative to order	4	RETAI - GARDE	Retained / To be invoiced	More of the ordered product received than shown on the order. The quantity received is the same as shown on the DN. Product retained.

Reason for dispute			Associated sub-reason			Associated clarification			Application scenario
Code	Short form	Description	Code	Short form	Description	Code	Short form	Description	
203	TP	TOO MANY PRODUCTS	11	NOR - NCD	Not ordered	5	TBRET - A REPR	To be returned / Issue credit note	Product not ordered. The product and quantity are the same as shown on the DN. The number of packages and address are correct. Product not retained. To be returned at the expense of the pharmaceutical company.
203	TP	TOO MANY PRODUCTS	11	NOR - NCD	Not ordered	4	RETAI - GARDE	Retained / To be invoiced	Product not ordered. The product and quantity are the same as shown on the DN. The number of packages and address are correct. Product retained.
204	CI	STANDARD CARTON INCOMPLETE							Product(s) missing from a standard carton.
205	WV -ME	WRONG VERSION	02	FRS - ECH	Free sample	5	TBRET - A REPR	To be returned / Issue credit note	Product labeled 'Free'
205	WV -ME	WRONG VERSION	04	EXP	Export version	5	TBRET - A REPR	To be returned / Issue credit note	Product labeled 'Export' (e.g.: no French on the packaging).
205	WV -ME	WRONG VERSION	05	HOP	Hospital version	5	TBRET - A REPR	To be returned / Issue credit note	Product labeled 'Hospital version'
205	WV -ME	WRONG VERSION	18	LOT	The batch number is not as shown on the DN/DA.	4	RETAI - GARDE	Retained / To be invoiced	Product whose Batch no./Expiry date is not that shown on the EDI DN/DA or printed DN. This reason for dispute should initiate a pharmaceutical company quality review. Check that the batch no. is salable.
205	WV -ME	WRONG VERSION	19	BRW - LRR	Batch no. flagged up as recalled or withdrawn	5	TBRET - A REPR	To be returned / Issue credit note	Product whose batch no. has been the subject of a batch recall or withdrawal, but still delivered at a later date.
206	ED -PC	EXPIRY DATE TOO SHORT				5	TBRET - A REPR	To be returned / Issue credit note	Product whose expiry date is prior to the goods inward product acceptance deadline (except where specifically agreed). Generally speaking, products whose expiry date is less than 6 months from delivery.
207	DF	FAULT	12	MFG - FAB	Manufacturing fault	5	TBRET - A REPR	To be returned / Issue credit note	Product defective as a result of a manufacturing fault. e.g. incorrectly screwed in place, non-functional spray, etc.
207	DF	FAULT	13	PAC - CON	Packaging fault	5	TBRET - A REPR	To be returned / Issue credit note	Product with defective packaging. e.g. pack details poorly printed or incorrect, marking incorrect.

Reason for dispute			Associated sub-reason			Associated clarification			Application scenario
Code	Short form	Description	Code	Short form	Description	Code	Short form	Description	
207	DF	FAULT	14	LAB -ETI	Labeling fault	5	TBRET - A REPR	To be returned / Issue credit note	Product with defective or missing pack labeling (e.g. LPPR - reimbursable services and products - label).
207	DF	FAULT	20	DNC	Datamatrix incorrect	6	TBRET - A REPR	To be returned / Issue credit note	Product with incorrect Datamatrix.
207	DF	FAULT	20	DNC	Datamatrix incorrect	4	RETAI - GARDE	Retained / To be invoiced	Product with incorrect Datamatrix.
207	DF	FAULT	21	SSI -DIN	Security seal incorrect	5	TBRET - A REPR	To be returned / Issue credit note	Product with defective or non-existent security seal.
210	RES - EDF	RECIPIENT ERROR ATTRIBUTABLE TO SUPPLIER				4	RETAI - GARDE	Retained / To be invoiced	Package with a different address in a stretch-wrapped pallet (where agreed on receipt of pallet). Package retained
210	RES - EDF	RECIPIENT ERROR ATTRIBUTABLE TO SUPPLIER				5	TBRET - A REPR	To be returned / Issue credit note	Package with a different address in a stretch-wrapped pallet (where agreed on receipt of pallet). Package not retained. To be returned at the expense of the pharmaceutical company.
211	RER - EDT	RECIPIENT ERROR ATTRIBUTABLE TO CARRIER				4	RETAI - GARDE	Retained / To be invoiced	One package too many delivered, to a different address, not identified at the point of handover by the carrier, and which we retain with request for pharmaceutical company billing. Where the error is identified in the presence of the carrier, use an LT reason 110 (RER - EDT) and clarification code 6.

N.B.:

For Clarification Code 4: Retained / To be invoiced

Where this clarification is selected, the quantity reported as an incident must also be reported on the quantity transferred to stock.

This takes the form of: xxx transferred to stock OF WHICH yyy as incident (yyy < or = xxx)

Handling of the specific circumstance where one product has been delivered instead of another

For the product ordered but not received, raise a dispute using reason MP - PM (202), sub-reason BL (9) and clarification Reord - Recom (2)

For the product received in its place, raise a dispute using reason TP (203), sub-reason NOR - NCD (11), Clarification Retai - Garde (4) or T Bret - A repr (5)

Forms and instructions for use

A specific form is available for each dispute category:

- Carrier dispute on reception of goods form
- Supplier dispute on reception of goods form

An equivalent electronic form is available on request.

Description of the carrier dispute on reception of goods form

COMPANY / BRANCH
 Contact name
 Phone
 Fax
 e-mail
 Case number
 Date
 Shipper
 Customer code

LETTER OF RESERVATION TO THE DELIVERING CARRIER
 Registered letter / copy to the SHIPPER

Order date and no. Date of receipt Weight advised
 Date and DA/DN no. Receipt no. Number of packages advised
 Number of pallets advised (if contracted)

- REASON FOR THE DISPUTE**
- 101 - MISSING
 - 102 - TOO MANY
 - 103 - DAMAGED, REJECTED
 - 104 - DAMAGED, RETAINED FOR SORTING
 - 105 - ISOLATED FOR ANALYSIS
 - 110 - RECIPIENT ERROR ATTRIBUTABLE TO CARRIER

- ASSOCIATED SUB-REASON**
- 01 - Other (specify)
 - 03 - Ripped open. Crushed
 - 06 - Wet
 - 07 - Open
 - 08 - Traces of seepage. Stains
 - 09 - Relative to Dispatch Advice / Delivery Note
 - 17 - Temperature incorrect

- ASSOCIATED CLARIFICATION**
- 2 - Do not send a supplementary shipment
Issue credit note / We will reorder
 - 4 - Retained / To be invoiced
 - 5 - To be returned / Issue credit note
 - 6 - Returned / Returned to carrier

ITEM DETAILS

CODE ITEM	ITEM NAME	DISPUTE REASON CODE	ASSOCIATED SUB-REASON CODE		NO. OF PACKAGES DISPUTED	QUANTITY DISPUTED	QUANTITY SHOWN ON DEL NOTE/DISPATCH ADVICE	QUANTITY RECEIVED
3400930421562	DOLIRUTIL 400MG CPR BTE 30	103	06	2	1	20	20	20

ATTACHMENTS: TRANSPORTATION RECEIPT DN

RESPONSE OF SHIPPER (to be passed on to the distributor and/or attach this document to the Credit note / Adjustment invoice)

Date:..... Dispute supervised by:..... Tel:..... Fax:.....

- CREDIT NOTE / INVOICE Enter the document references.....
- OTHER. Explanations:.....

FOLLOW-UP Date:.....
 DISPUTE RESOLVED Date of resolution:.....
 Remarks:.....

Stamp, date and signature of distributor

Description of the Supplier dispute on delivery/reception of goods form

SUPPLIER DISPUTE ON DELIVERY/RECEPTION OF GOODS

COMPANY / BRANCH		SHIPPER
Contact name		
Phone		
Fax		
e-mail		
Case number		
Date		
Shipper		
Customer code		

Order date and no.		Date of receipt	
Date and DA/DN			

REASON FOR THE DISPUTE

- 201 - DAMAGED PRODUCT(S)
- 202 - MISSING PRODUCT(S)
- 203 - TOO MANY PRODUCTS
- 204 - STANDARD CARTON INCOMPLETE
- 205 - WRONG VERSION
- 206 - EXPIRY DATE TOO SHORT
- 207 - FAULT
- 210 - RECIPIENT ERROR ATTRIBUTABLE TO SUPPLIER
- 211 - RECIPIENT ERROR ATTRIBUTABLE TO CARRIER

ASSOCIATED SUB-REASON

- | | |
|---|---|
| 01 - Other (specify) | 11 - Not ordered |
| 02 - Free sample | 12 - Manufacturing fault |
| 03 - Ripped open. Crushed | 13 - Packaging fault |
| 04 - Export version | 14 - Labeling fault |
| 05 - Hospital version | 16 - Torn by adhesive |
| 06 - Wet | 17 - Temperature incorrect |
| 08 - Traces of seepage. Stains | 18 - The batch number not as shown on
DN/DA |
| 09 - Relative to Dispatch Advice /
Delivery Note | 19 - Batch no. flagged up as recalled or
withdrawn |
| 10 - Relative to the order | 20 - Datamatrix incorrect |
| | 21 - Security seal incorrect |

ASSOCIATED CLARIFICATION

- 2 - Do not send a supplementary shipment
Issue credit note / We will reorder
- 4 - Retained / To be invoiced
- 5 - To be returned / Issue credit note

ITEM DETAILS

CODE ITEM	ITEM NAME	DISPUTE REASON CODE	ASSOCIATED SUB-REASON CODE	ASSOCIATED CLARIFICATION CODE	QUANTITY DISPUTED	QUANTITY ORDERED	QUANTITY SHOWN ON DEL NOTE/DISPATCH ADVICE	QUANTITY RECEIVED

RESPONSE OF SHIPPER (to be passed on to the distributor and/or attach this document to the Credit note / Adjustment invoice)

Date:.....Dispute supervised by:.....Tel:.....Fax:.....

- CREDIT NOTE / INVOICE Enter the document references
- OTHER. Explanations.....

<input type="checkbox"/> FOLLOW-UP	<input type="checkbox"/> DISPUTE RESOLVED
Date.....	Date of resolution.....
	Remarks.....

Stamp, date and signature of distributor

Instructions for using the forms

The form should be sent to the supplier within 7 days of receipt to ensure resolution of the dispute within the current month.

1. CITY address of the branch responsible for the disputed delivery
2. Name of the person to be contacted about this dispute
3. Phone number, fax number and e-mail address of the person to be contacted about this dispute
4. Case number
5. Date
6. SHIPPER: The Pharmaceutical company, Consignee/ Distributor making the shipment
7. Customer code used by the shipper for the distributor branch
Important: entering this code facilitates the search
8. 'Window' for entering the name and postal address of the carrier making the delivery, and to which the letter of reservation is addressed
9. Contact details for the DISTRIBUTOR shown on the order
10. Contact details for the PHARMACEUTICAL COMPANY/ CONSIGNEE shown on the dispatch advice/delivery note
11. Date of receipt of goods = actual date on which the goods were delivered
12. Transportation receipt number: to be entered if different from the dispatch advice/delivery note number
13. Weight advised
14. Number of packages shown on the transportation receipt and/or dispatch advice/delivery note
15. Number of pallets advised where an agreement between the distributor and the shipper specifies that the pallet is a Shipping Unit
16. Reason, Sub-Reason and Associated Clarifications Dictionaries
Refer to the appropriate dictionary for application scenarios and possible associations.

Item details: complete all columns for each disputed item line

17. Item code and item name:
Enter the CIP/ACL code(s) or GTIN code and the name(s) of those items disputed
Example: 3400930421562 DOLIRUTIL 400MG CPR BTE 30
18. Dispute reason and sub-reason code
In each item line, enter the code for the type of dispute selected from the 'Dispute Reason' dictionary
Example: 103 for 'damaged, rejected'
19. Associated sub-reason code:
In each item line, enter the dispute sub-reason code selected from the 'Associated Sub-Reason' dictionary
Example: 06 for 'wet'

20. Associated clarification code
In each item line, enter the code for the type of dispute follow-up selected from the 'Associated Clarification' dictionary
Example: 2 for 'Do not send supplementary shipment – Issue credit note – We will reorder'
21. Number of disputed packages:
number of packages to which the dispute applies
Example: 1 package missing and/or 2 packages damaged
22. Quantity disputed: to be specified for each disputed item line
23. Quantity shown on Del note/Dispatch advice: the quantity shown on the delivery note/dispatch advice
24. Quantity received

Comment:

In the 'item details' spreadsheet, you have the option to insert sub-lines beneath each item line in order to enter comments, batch numbers and expiry dates.
When the number of articles is too large to fit onto a single page, a second page is created with the same headers.

25. Check the box indicating that you are attaching a photocopy of the transportation receipt annotated with reservations regarding any existing damage noted at the time of delivery
26. Section reserved for distributor Administration
27. Stamp, date and signature of distributor

Response from shipper

IMPORTANT RECOMMENDATION

The shipper is requested to attach a photocopy of the completed form to the credit note/adjustment invoice sent to the distributor

28. Date of dispute resolution
29. Name, phone number and fax number of the person to be contacted about this dispute

Summary

In the context of inter-professional interaction between manufacturers, wholesaler, distributors and carriers, the partners have a defined set of procedures for handling disputes arising on the delivery of goods as the basis for improving process reliability and optimization.

Two procedures involving the use of standard forms are described in this document: the Carrier Dispute on Reception of Goods and the Supplier Dispute following Delivery/Receipt.

In preparation for the EDI integration of these procedures, the various types of dispute and their circumstances have been codified. They are divided into reasons, sub-reasons and associated clarifications that can be entered in the item lines of dispute declaration forms.

KEY WORDS

carrier dispute – supplier dispute – shipper – recipient – carrier – supplier – manufacturer – distributor – reception – delivery – logistics – form – coding – standardization – dictionary – reasons – sub-reasons – associated clarifications – DESADV dispatch advice – RECADV reception advice – wholesaler.



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