Root Cause	Definition
Full Non-Receipt	• Entire invoiced shipment is not received at the warehouse the PO was created for • POD shows shipment delivered to another destination and not Medline
Item in over pack/repack box	• Items repacked by carrier damage (FedEx Ground) • Overpack contains multiple items and quantities which are subject to count
Packed in Master Carton	• Items are in a master carton; packing list and POD tracking info does not match
Dropped Trailer	• Vendor's Carrier leaves entire trailer for delivery and problem ticket was created timely to notify vendor
Problem Ticket created accurately and timely	• Problem ticket was created in a timely manner to notify vendor of discrepancy
Discrepancy PO line paid, but different line open (Split Shipment)	• We received the product associated with the debit memo, but we are short on another shipment for the same PO line
Shipment/Item Refused	• Items were damaged and refused at delivery and sent back with the carrier
Invalid/Insufficient (Shipment underweight/invalid signature)	• Investigation determines that the shipment was under the expected weight (I.e., goods are missing) *OR* someone who is not a Medline Branch employee signed the paperwork.
POD Signed Correctly	• POD and corresponding discrepancy are identified correctly
Insufficient Doc's at receipt (No piece count on delivery receipt & no packing list on Problem Ticket)	• Parcel: no piece count on delivery receipt and no packing list noted on the Problem Ticket • Parcel: branch signs for manifest and not individual packages. • LTL: no piece count on delivery receipt and no packing list noted on the PT
Packing List indicates different quantity/item not shipped	• Investigation determines that the vendor shipped the wrong quantity *OR* the item wasn't shipped entirely
PO received in full (Over-shipment) OR Need more information/docs from vendor	• There is **no PT**, the branch investigated and found that the vendor shorted an item and shipped over on an item that is on the PO and is received to the PO line. {Comments will say "need to credit shortage and bill only for the overage"} • Need more information or documents from the vendor {Comments will specify what information is needed}