

CUSTOMER CLAIM FORM

All Fields Required



Order Information

Contact Information

Customer ID#/Company _____

Customer Contact Name _____

Purchase Order # _____

Phone _____

Green Bay Packaging Item # _____

Email _____

Check One:

Evaluation Only (\$0 claim)

Customer Reference # _____

Information Only (feedback)

Liability Claim

Credit Dollars Requested _____

Corrective Action Letter Needed? N Y (If Yes, Roll Tag #'s Must Be Provided Below)

MRA Required? N Y

Description of Problem

(Example: laminate wrinkles, near the core, 200' involved)

What is the issue?

When did it first occur?

In what part of your process are you experiencing the issue?

Please Attach Converted and Unconverted Samples To This Form Showing the Defect (width by 5-10 feet)

Material Amounts

(Material Quality Issues Only)

# of Defective Rolls	Roll Width	Defective Footage (FT)	Roll Tag #

Attach Roll Tags Here
(Material Quality Issues Only)

Billing or Material Claims
(No Testing Required)

Billing issues and other claims that do not require material samples, or can be captured in a photo:

- **Roll Width Discrepancy:** Photo of roll with ruler showing actual roll width and tag.
- **Telescoped Rolls**
- **Crushed Cores**
- **Transit Damage:** Must be submitted within 5 days of receipt of the shipment. Copy of the freight bill with notation of damage and photo of damaged goods required.

MATERIAL QUALITY ISSUES

SHIP Completed Form and Samples UPS Collect - Account # 576-735
To: Quality Manager, 3250 S. Ridge Rd., Green Bay, WI 54304

Email completed form and supporting documents to:
d61quality@gbp.com or fax to: 920-338-7022 or
920-455-1789