

Charge Back Investigation Process

Charge Back Case Information

Customer	Macy's Home Store	Invoice No.	33795230 33795231 33792063	Charge Back Case No.	CB2202869
Charge Back Ref. No.	33795230 33795231 33792063	B/L No.		Created By	zhoufanghui@scmhome.com
Charge Back Amt.	34.00	Customer Po No.	5476067.5550448.5696056	Creation Date	11/22/2022
AR Ref. No.	12209748	Location	SV3	Accounting Date	11/22/2022
Payment Check No.	2239308	Investigation Dept.	US Warehouse	CB Dispute Deadline	12/20/2022
Payment Check Date	11/18/2022	Charge Back Division	Bath Accessories...	Investigation Due Date	12/8/2022
Charge Back Reason	Compliance Violation-E&E US-40080-0000	Responsible Party		Process Step	CBC Review
Violation Descr.	Compliance-Labeling	Claim No.		Case Status	Open
Related PO Sales Amount	0.00	QC Case No.		CBC Case Close Date	
Detail Description				Review Case No.	

Unusable GS1 128 label

Required Doc. Att. Picture Crystal Report RA No.

No photo available

Proceed with investigation
 Proceed with Credit Approval w/o investigation
 Proceed with Reclaim w/o Investigation

Reclaim & Credit Memo Information

1st Credit Amt.	0.00	Reclaim Amt.	34.00
Final Credit Amt.	0.00	Reclaim Date	
Cust. Reversal Amt.	0.00	Response Date	
Reclaim Notes			

Charge Back Investigation Result

Investigator	Kathy Ramirez, Stephanie Reed-L	Investigation Result	Charge Back Denied
Reference Case Alert No.		Responsible Party	Reclaim to Customer
CB Case Approved By (T1)		Claim To	N/A
T1 Approved Date		Valid Charge Back Amount	0.00
CB Case Approved By (T2)		Reclaim to customer Amt	34.00
T2 Approved Date			

Investigation Overview:

Chargeback denied.

Pictures provided by Macy's do not provide enough information to research the claim. Two of the pictures only show the corner of a box, one picture does not show a box at all. No images of labels/barcodes present. Please provide new pictures.

Notes & Discussion Post

Author:kathy.ramirez@oalogistics.com | Chargeback denied.
 Post Date:12/6/2022 6:47:02 AM | Pictures provided by Macy's do not show any labels. No images of labels/barcodes present.