

Charge Back Investigation Process

Charge Back Case Information

Customer	ALDI INC.	Invoice No.	6315405 6315406	Charge Back Case No.	CB2302151
Charge Back Ref. No.	6315405 6315406	B/L No.		Created By	lyka.calida@lahome.com
Charge Back Amt.	1553.40	Customer Po No.	7500002948 7500002961	Creation Date	10/18/2023
AR Ref. No.	12221582	Location	ZZZ	Accounting Date	10/18/2023
Payment Check No.	3300065505	Investigation Dept.	US Production	CB Dispute Deadline	11/15/2023
Payment Check Date	10/16/2023	Charge Back Division	Blanket(BLK) Div. Amt.	Investigation Due Date	11/1/2023
Charge Back Reason	Shipment Shortage-40070-0000	Responsible Party	Overseas Factory	Process Step	CBC Closed
Violation Descr.	Short Shipment	Claim No.	CALDID-230586,CALDID-23058	Case Status	Closed
Related PO Sales Amount	561627.00 PO Info.	QC Case No.		CBC Case Close Date	3/19/2024
Detail Description	SHORT	Master Customer:	Aldi	Review Case No.	
Required Doc. Att.	<input type="checkbox"/> Picture <input type="checkbox"/> Crystal Report <input type="checkbox"/> RA No.	Reclaim & Credit Memo Information			
<input type="checkbox"/> No photo available		1st Credit Amt.	0.00	Reclaim Amt.	1553.40
<input checked="" type="radio"/> Proceed with investigation <input type="radio"/> Proceed with Credit Approval w/o investigation <input type="radio"/> Proceed with Reclaim w/o Investigation		Final Credit Amt.	1553.40	Reclaim Date	11/8/2023
		Cust. Reversal Amt.	0.00	Response Date	3/19/2024
		Reclaim Notes			

Charge Back Investigation Result

Investigator	Rebecca Deng	Investigation Result	Charge Back Denied
Reference Case Alert No.		Responsible Party	China Production
CB Case Approved By (T1)	gordon.xie@lahome.com	Claim To	N/A
T1 Approved Date	10/31/2023	Valid Charge Back Amount	0.00
CB Case Approved By (T2)		Reclaim to customer Amt	1553.40
T2 Approved Date			

Investigation Overview:

Per comments from Production team , we have denied the CB2302151. Goods was fully loading in containers as orders to ALDI and they have breakdown goods by themselves. ASN, BL and loading info are submit in one files, both doc shows correct QTY for delivery. Needs ALDI warehouse check if goods send to another DC.

Notes & Discussion Post

Author:lyka.calida@lahome.com
Post Date:11/8/2023 9:56:16 AM
Author:lyka.calida@lahome.com
Post Date:10/18/2023 1:59:18 PM

DISPUTED ON 11/08/23

Our Reference	Invoice Number	Date	Amount	PO#
4400000777	6315405	09/12/2023	(48.60)	7500002948
4400000778	6315406	09/12/2023	(1,504.80)	7500002961