

Charge Back Investigation Process

Charge Back Case Information

Customer	DOLLAR GENERAL CORPORATION	Invoice No.	53093146S	Charge Back Case No.	CB30024
Charge Back Ref. No.	53093146S	B/L No.		Created By	yanglang@syncsoftinc.cn
Charge Back Amt.	63.38	Customer Po No.	23ZWG7	Creation Date	5/12/2025
AR Ref. No.	247911	Location	WDC	Accounting Date	5/12/2025
Payment Check No.	234183	Investigation Dept.	US Warehouse	CB Dispute Deadline	5/9/2025
Payment Check Date	5/9/2025	Charge Back Division	Basic Bedding(B...	Investigation Due Date	5/29/2025
Charge Back Reason	Shipment Shortage-40070-0000	Responsible Party	Reclaim to Customer	Process Step	CBC Closed
Violation Descr.	Short Shipment	Claim No.		Case Status	Closed
Related PO Sales Amount	0.00	QC Case No.		CBC Case Close Date	5/19/2025
Detail Description	SKU 18714102 Short 36 Eaches			Review Case No.	

Reclaim & Credit Memo Information

1st Credit Amt.	0.00	Reclaim Amt.	63.38
Final Credit Amt.	63.38	Reclaim Date	5/19/2025
Cust. Reversal Amt.	0.00	Response Date	5/19/2025
Reclaim Notes			

Notes File Print

Charge Back Investigation Result

Investigator	Amanda Frey/Kathy Ramirez	Investigation Result	Charge Back Denied	Investigation Overview: Chargeback denied. P.O. 23ZWG7 was picked, loaded and shipped in full via Hub City Group, trailer 307482 on 02-03-25. No shortages reported.
Reference Case Alert No.		Responsible Party	Reclaim to Customer	
CB Case Approved By (T1)	kathy.ramirez@shp8.com	Claim To	N/A	
T1 Approved Date	5/14/2025	Valid Charge Back Amount	0.00	
CB Case Approved By (T2)		Reclaim to customer Amt	63.38	
T2 Approved Date				

Notes & Discussion Post

Author:yanglang@syncsoftinc.cn
Post Date:5/12/2025 7:24:08 PM

Vendor Number	Remit To	Check Number	PO Number	Invoice Number	Invoice Date	Check Date	Gross Amount	Discount	Net Amount	Comments
288902		234183	23ZWG7	53093146S	2/3/2025	5/8/2025	-63.36	-0.63	-62.73	SKU 18714102 Short 36 Eaches (63.36)

Charge Back Investigation Process

Charge Back Case Information

Customer	DOLLAR GENERAL CORPORATION	Invoice No.	Q2504210304	Charge Back Case No.	CB250069
Charge Back Ref. No.	Q2504210304	B/L No.		Created By	linh.lam@jahome.com
Charge Back Amt.	375.00	Customer Po No.	See attached	Creation Date	5/13/2025
AR Ref. No.	247903	Location	WDC	Accounting Date	5/13/2025
Payment Check No.	234183	Investigation Dept.	US Warehouse	CB Dispute Deadline	6/10/2025
Payment Check Date	5/9/2025	Charge Back Division	Not Applicable(N...	Investigation Due Date	5/27/2025
Charge Back Reason	Shipment Shortage-40070-0000	Responsible Party		Process Step	CBC Review
Violation Descr.	Short Shipment	Claim No.		Case Status	Open
Related PO Sales Amount	0.00	QC Case No.		CBC Case Close Date	
Detail Description	SHORTAGE			Review Case No.	

Reclaim & Credit Memo Information

1st Credit Amt.	0.00	Reclaim Amt.	375.00
Final Credit Amt.	0.00	Reclaim Date	
Cust. Reversal Amt.	0.00	Response Date	
Reclaim Notes			

Save Notes File Complete Reverse Import File Print

Charge Back Investigation Result

Investigator	Amanda Frey/Kathy Ramirez	Investigation Result	Charge Back Denied	Investigation Overview: Chargeback denied. P.O. 23ZWG7 was picked, loaded and shipped in full via Hub City Group, trailer 307482 on 02-03-25. No shortages reported.
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	375.00	
T2 Approved Date				

Notes & Discussion Post

Author:linh.lam@jahome.com
Post Date:5/13/2025 2:07:00 PM

Vendor Number	Remit To	Check Number	PO Number	Invoice Number	Invoice Date	Check Date	Gross Amount	Discount	Net Amount	Comments
288902		234183	23ZWG7	Q2504210304	4/21/2025	5/8/2025	-375	0	-375	(375.00)



Dollar General Corporation

Vendor Performance Chargeback

The following chargeback has been issued due to non-compliance of the terms and conditions in Dollar General's Domestic Vendor Manual.

Vendor: E & E CO LTD 16472

Chargeback #: Q2504210304

Chargeback Date: 4/21/2025 11:00:00PM

Violation Description: Short Quantity

Comments: Ordered 264 units received 228 units.

DC: D6300

PO: 23ZWG7

1/21/2025 12:00:00AM

Item: 18714102

SMART COOL PILLOWCASE

Chargeback Amount: \$375.00

To View Dollar General's Domestic Vendor Manual, visit our website at www.dgpartners.com

Vendor Performance Chargeback Disputes
Email: VNCDisputes@dollargeneral.com

Date: 2/3/2025 11:46:47 AM

Master Bill Of Lading

SHIP FROM
 Name: E & E COMPANY LTD
 Address: 221 Hanson Way
 City/State/Zip: Woodland, CA 95776
 SID#:

Master Bill of Lading Number: 06757163000984114

SHIP TO FOB:
 Name: HUBGROUP FONTANA CROSSDOCK DC#:
 Address: 13204 Philadelphia Ave Div.
 City/State/Zip: FONTANA, CA 92337
 SID#:

CARRIER NAME: HUB CITY GROUP
 Trailer number: 307482
 Seal number(s): 63589363
 SCAC: HGLS
 Pro Number: 14131040501

THIRD PARTY FREIGHT CHARGES BILL TO: FOB:
 Name:
 Address:
 City/State/Zip:

Freight Charge Terms:
 Prepaid: Collect: 3rd Party:

SPECIAL INSTRUCTIONS:
 Load #: 5024369910

(check box) MASTER BILL OF LANDING: WITH ATTACHED UNDERLYING BILLS OF LANDING
 Appointment Time: 8:00 AM
 Actual Driver Arrival Time: 10:40 AM
 Driver Departure Time: 12:00 PM

CUSTOMER ORDER NUMBER	# PKGS CTN	WEIGHT LBS	PALLET/SLIP (CIRCLE ONE)		BOL#	ADDITIONAL SHIPPER INFO	
			Y	N		DC#	Supplier#
23ZWF6	22	309.98	Y	N	06757163000983902	96300	
23ZW99	11	36.80	Y	N	06757163000983896	96170	
23ZXG1	10	140.90	Y	N	06757163000983988	96700	
23ZXJ8	41	134.16	Y	N	06757163000984039	96900	
23ZXM3	18	253.62	Y	N	06757163000984091	96970	
23ZVY8	34	108.06	Y	N	06757163000983780	96100	
23ZVG3	15	211.35	Y	N	06757163000984077	96930	
23ZXH0	12	169.08	Y	N	06757163000983858	96150	
23ZWX3	18	57.00	Y	N	06757163000983995	96700	
23ZYG6	39	125.27	Y	N	06757163000984015	96800	
23ZW39	16	225.44	Y	N	06757163000983926	96500	
	27	380.43	Y	N	06757163000984008	96800	
	23	324.07	Y	N	06757163000983872	96160	

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:
 The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____

COD Amount \$ _____
 Fee Terms: Collect: Prepaid:
 Customer check acceptable:

NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. 14706(c)(1)(A) and (B).
 RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

SHIPPER SIGNATURE / DATE
 This is to certify that the above named materials are properly classified, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.
 [Signature] 2/3/25

Trailer Loaded:
 By Shipper
 By Driver

Freight Counted:
 By Shipper
 By Driver/pallets said to contain
 By Driver/Pieces

Carrier Signature / PICKUP DATE
 Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle.
 [Signature] X

SHIP FROM		Master Bill of Lading Number: 06757163000984114	
Name: E & E COMPANY LTD Address: 221 Hanson Way City/State/Zip: Woodland, CA 95776 SID#: _____ FOB: <input type="checkbox"/>			
SHIP TO		CARRIER NAME: HUB CITY GROUP	
Name: HUBGROUP FONTANA CROSSDOCK DC#: _____ Div. _____ Address: 13204 Philadelphia Ave City/State/Zip: FONTANA, CA 92337 SID#: _____ FOB: <input type="checkbox"/>		Trailer number: 307482 Seal number(s): 63589363 SCAC: HGLS Pro Number: 14131040501	
THIRD PARTY FREIGHT CHARGES BILL TO:		Freight Charge Terms:	
Name: _____ Address: _____ City/State/Zip: _____		Prepaid: <input type="checkbox"/> Collect: <input checked="" type="checkbox"/> 3rd Party: <input type="checkbox"/>	
SPECIAL INSTRUCTIONS: Load #: 5024369910		<input checked="" type="checkbox"/> MASTER BILL OF LANDING: WITH ATTACHED <input type="checkbox"/> UNDERLYING BILLS OF LANDING	
		Appointment Time AM _____ PM _____	Actual Driver Arrival Time AM _____ PM _____

CUSTOMER ORDER INFORMATION							
CUSTOMER ORDER NUMBER	# PKGS CTN	WEIGHT LBS	PALLET/SLIP (CIRCLEONE)		ADDITIONAL SHIPPER INFO		
					BOL#	DC#	Supplier#
23ZX59	26	86.66	Y	N	06757163000983957	96540	
23ZXM4	31	100.92	Y	N	06757163000984084	96930	
23ZVX4	18	253.62	Y	N	06757163000983841	96140	
23ZXD5	26	93.19	Y	N	06757163000983971	96600	
23ZXJ1	20	281.80	Y	N	06757163000984022	96900	
23ZXL5	31	100.92	Y	N	06757163000984060	96920	
23ZXN4	17	57.57	Y	N	06757163000984107	96970	
23ZVT9	25	352.25	Y	N	06757163000983773	96100	
23ZVW3	16	54.01	Y	N	06757163000983803	96120	
23ZW15	23	74.21	Y	N	06757163000983865	96150	
23ZWG7	40	131.78	Y	N	06757163000983919	96300	
23ZXL2	21	295.89	Y	N	06757163000984053	96920	
23ZVX6	25	81.33	Y	N	06757163000983834	96140	

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:
 *The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____

COD Amount \$ _____

Fee Terms: Collect: Prepaid:

Customer check acceptable:

NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. 14706(c)(1)(A) and (B).

RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

Shipper Signature

SHIPPER SIGNATURE / DATE
 This is to certify that the above named materials are properly classified, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.

Trailer Loaded: By Shipper By Driver

Freight Counted: By Shipper By Driver/pallets said to contain By Driver/Pieces

CARRIER SIGNATURE / PICKUP DATE
 Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle.

Order No.: 73188902 Order Date: 01/21/2025 Customer: DOLGEN - ARDMORE DC Customer PO No.: 23ZWG7

SHIP FROM: E & E COMPANY LTD 221 HANSON WAY WOODLAND, CA 95776	BILL TO: DOLLAR GENERAL CORPORATION CO.111 100 MISSION RIDGE GOODLETTSVILLE, TN 37072 US	SHIP TO: DOLGEN - ARDMORE DC 401 GENERAL DRIVE ARDMORE INDUSTRIAL AIR PA ARDMORE, OK 73401-0000 US	Shipping Date: 02/03/2025 Shipment No.: 300098391
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Cust. SKU No.	Item No.	UPC	Description	UOM	Case Pack Qty	Qty Ordered	Ctns Ordered	Qty Shipped	Ctns Shipped
18714102	DG21-330	022164388282	Std Microfiber Pillowcase	EA	12	264	22	264	22
14077401	DG90-332	430000387892	Microfiber Pillow Protector	EA	12	216	18	216	18

Total Weight:	131.78
Total Quantity Ordered:	480
Total Cartons Ordered:	40
Total Quantity Shipped:	480
Total Cartons Shipped:	40