Charge Back Investigation Process

Charge Back Case Information

Customer	KOHLWHS-Kohl's, Inc.	Invoice No.		Charge Back Case No.	CB2501837
Charge Back Ref. No.	R278122265SHTG R826895266SHTG	B/L No.		Created By	shenhuanhuan@jlachina.com
Charge Back Amt.	81.22	Customer Po No.	15545991	Creation Date	9/15/2025
AR Ref. No.	260641	Location	SD2	Accounting Date	9/15/2025
Payment Check No.	838786	Investigation Dept.	US Warehouse	CB Dispute Deadline	10/13/2025
Payment Check Date	9/9/2025	Charge Back Division	Bath Accessories...	Investigation Due Date	9/29/2025
Charge Back Reason	Shipment Shortage-40070-0000	Responsible Party	Reclaim to Customer	Process Step	CBC Pending Reclaim
Violation Descr.	Short Shipment	Claim No.		Case Status	Pending Reclaim
Related PO Sales Amount	0.00	QC Case No.		CBC Case Close Date	
Detail Description		Master Customer:	Kohl's	Review Case No.	

Item not received

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.	81.22
Final Credit Amt.	81.22	Reclaim Date	10/13/2025
Cust. Reversal Amt.	0.00	Response Date	
Reclaim Notes			

Notes | File | Print

Charge Back Investigation Result

Investigator	Kathy Ramirez,Whitney Ellis	Investigation Result	Charge Back Denied
Reference Case Alert No.		Responsible Party	Reclaim to Customer
CB Case Approved By (T1)	kathy.ramirez@ship8.com	Claim To	N/A
T1 Approved Date	9/27/2025	Valid Charge Back Amount	0.00
CB Case Approved By (T2)		Reclaim to customer Amt	81.22
T2 Approved Date			

Investigation Overview:

Chargeback denied.

PO was picked, loaded and shipped in full via FedEx on 07-15-25. No shortages reported. Tracking shows shipments were delivered.

Notes & Discussion Post

Author:shenhuanhuan@jlachina.com
Post Date:9/15/2025 1:07:26 AM

Document Number	Adjustment Amt	PO Number	Commercial/Corporate Check	Remittance Information Only	DP No.	ST No.	Item Detail		Division	Location	AR#
R278122265SHTG	(10.69)	15545991	1.00% MOS = .12 1.00% ADV = .12 10.00% ALW = 1.22	Item not received	115	00830	51BOM2PHT04,2/51BOM2PHT01,1		BATH	SD2	260641
R826895266SHTG	(3.65)	15545991	1.00% MOS = .04 1.00% ADV = .04 10.00% ALW = .42	Item not received	115	00890	51BOM2PHT01,1		BATH	SD2	
R734903265SHTG	(66.88)	15545991	1.00% MOS = .76 1.00% ADV = .76 10.00% ALW = 7.60	Item not received	115	00860	51BOM2PHT04,19		BATH	SD2	
Total	(81.22)										