

# Chargeback Credit Memo Request Form

Date: 9/12/2019 Chargeback Case #: CB1900442

Credit Memo Amount: \$300.00

Customer ID: MACY02 Customer Name: Macy's.com

Chargeback Ref #: 29008063 29008774 29008775  
29012405 Cust. PO #: 2947500 5400852 5462726

Check #: 1747990 Invoice #: 29008063 29008774 29008775 29012405

AR Ref #: 12139182

Chargeback Reason: Compliance Violation-E&E US-40080-0000

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Compliance-UPC

Detailed Description: Mdse not 100% UPC marked

Investigator: Daisy Zhao,Jackie Guo

Responsible Party: China Production

Note: Dispute denied - Macy's will not reverse these packaging chargeback. Already discussed the issue with Daisy Zhao and Leanna they will talk to factory and Macy's in how to improve overall packaging standard to prevent recurring chargeback

Requestor's Note: \_\_\_\_\_

Requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_