

Chargeback Credit Memo Request Form

Date: 9/12/2019 Chargeback Case #: CB1900570

Credit Memo Amount: \$549.20

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

Chargeback Ref #: 29066980 29066981 29069732 Cust. PO #: 3559509 3559509 3559509

Check #: 1751263 Invoice #: 29066980 29066981 29069732

AR Ref #: 12139932

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Packaging

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: _____