

# Chargeback Credit Memo Request Form

Date: 9/24/2019 Chargeback Case #: CB1900665

Credit Memo Amount: \$3,309.00

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: IA2018-21707/708/709 Cust. PO #: 11462556/11462560/11462913/11463217

Check #: 195454 Invoice #: \_\_\_\_\_

AR Ref #: 12139228

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

Division Code: ADUL Division Name: Adult/Fashion Bedding(10)

Violation Description: Compliance-Routing/Carrier

Detailed Description: FAILURE TO COMBINE CONSECUTIVE/SAME DAY SHIPMENTS RESULTS IN A CHARGE FOR FULL COST OF TRANSPORTATION PLUS HANDLING

Investigator: Destiny Bishop,Gary Tam,Joe Lin

Responsible Party: Warehouse-LVM

Note: Dispute denied - per Kohl's, we fail to notify their TMS hotline when ME770759312 & ME770895194, ME770804841 & ME770895194,ME770759313 & ME770895194 will ship on same/consecutive day. Gary had look into this again but could not locate any evidence or email record that someone in LVM did contact Kohl's regarding to the consecutive day shipping situations. Since we cannot provide the proof to Kohl's, we cannot get any reversal back and I have informed Gary that, he has confirmed we will have to accept this chargeback since most likely it is LVM's fault.

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

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

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