

Chargeback Credit Memo Request Form

Date: 8/9/2019 Chargeback Case #: CB1900820

Credit Memo Amount: \$1,500.00

Customer ID: DOLGEN Customer Name: Dollar General Corporation

Chargeback Ref #: CF1903130810 CF1903150306 Cust. PO #: 179W00 179W21 179XY2 179VQ2 179XP7
CF1903150307 179XR6

Check #: 928168 Invoice #: _____

AR Ref #: 12141409

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Routing/Carrier

Detailed Description: FOB CALL IN VIOLATION

Investigator: Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Chargeback validated. Call in sheet was updated with new ship date to accommodate warehouse workload. Order processing coordinator was not sufficiently trained at the time. This has been corrected. Instructions have been implemented to ensure ship date is not adjusted prior to submission of call in sheet. If an adjustment is needed, instructions are to notify distribution in order to obtain authorization/extension from customer.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____