

# Chargeback Credit Memo Request Form

Date: 8/9/2019 Chargeback Case #: CB1900883

Credit Memo Amount: \$250.00

Customer ID: DOLGEN Customer Name: Dollar General Corporation

Chargeback Ref #: CF1903211246 Cust. PO #: 179VT1

Check #: 929353 Invoice #: \_\_\_\_\_

AR Ref #: 12141991

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: per Mike: 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. Call in sheet produced by EEC, and call in sheet submitted for routing are both attached for verification/comparison.

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

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

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