

# Chargeback Credit Memo Request Form

Date: 9/12/2019 Chargeback Case #: CB1901027

Credit Memo Amount: \$139.23

Customer ID: JCPENNEY01 Customer Name: JCPenney.com

Chargeback Ref #: S48884625 Cust. PO #: 318718288\_726

Check #: 2200957 Invoice #: \_\_\_\_\_

AR Ref #: 74014

Chargeback Reason: Shipment Shortage-40070-0000

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

Violation Description: Short Shipment

Detailed Description: SHORT

Investigator: April Huang,Sherry Curry

Responsible Party: Dot.com-Savannah

Note: Dispute denied by JCP, they have not identified the receipt of shortage item and we do not have other evidence to re-challenge. Request credit to close

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

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

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