

Chargeback Credit Memo Request Form

Date: 8/12/2019 Chargeback Case #: CB1901313

Credit Memo Amount: \$100.00

Customer ID: JPCAT Customer Name: JC Penney Catalog

Chargeback Ref #: 3286097-COMP 3294846-COMP Cust. PO #: 05595640K 05618038K

Check #: 2201057 Invoice #: _____

AR Ref #: 12144383

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

Division Code: BLK Division Name: Blanket(32)

Violation Description: Compliance-Routing/Carrier

Detailed Description: Missing/Invalid ASN

Investigator: Sandy Yang

Responsible Party: Warehouse-WOD

Note: Chargeback validated. It has been confirmed that incorrect load ID was entered into EEC. The load ID entered was provided by carrier assigned by JCP, instead of original load ID provided by JCP. The necessity to utilize original JCP load ID has been reiterated with order processing coordinator, and JCP processing check-off sheet has been updated to specify that only JCP TMS load ID is to be used.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____