

# Chargeback Credit Memo Request Form

Date: 10/8/2019 Chargeback Case #: CB1901338

Credit Memo Amount: \$206.54

Customer ID: MACY02 Customer Name: Macy's.com

Chargeback Ref #: 49198972 49198971 Cust. PO #: 6148782 1327986

Check #: 1774274 Invoice #: 49198972 49198971

AR Ref #: 75924

Chargeback Reason: Shipment Shortage-40070-0000

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

Violation Description: Short Shipment

Detailed Description: DM-CARTON SHORTAGE VND

Investigator: Stephanie Reed-Lyles

Responsible Party: Dot.com-Savannah

Note: shortage dispute denied, we have no other evidence to re-challenge when Macy's claim that they have no receipt of the shortage item.

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

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

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