

Chargeback Credit Memo Request Form

Date: 8/12/2019 Chargeback Case #: CB1901525

Credit Memo Amount: \$10.00

Customer ID: JPCPAT Customer Name: JC Penney Catalog

Chargeback Ref #: 3321620-COMP Cust. PO #: 05676200K

Check #: 2201162 Invoice #: _____

AR Ref #: 12145411

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

Division Code: BLK Division Name: Blanket(32)

Violation Description: Compliance-Routing/Carrier

Detailed Description: ASN Carrier Does Not Match 754 Carrier

Investigator: Wendy Yang

Responsible Party: Warehouse-WOD

Note: Chargeback validated. Carrier should have been listed as Unyson not YRC. This was an oversight on the part of a past order processing coordinator. Current processor is aware of requirement to list carrier as Unyson on all shipments, regardless of which carrier Unyson assigns to each load.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____