

# Chargeback Credit Memo Request Form

Date: 3/3/2020 Chargeback Case #: CB1901833

Credit Memo Amount: \$466.64

Customer ID: MACY02FUR Customer Name: Macy.com (DC for FUR)

Chargeback Ref #: 4702964 Cust. PO #: 1330175

Check #: 1782614 Invoice #: 4702964

AR Ref #: 12148250

Chargeback Reason: Shipment Shortage-40070-0000

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

Violation Description: Short Shipment

Detailed Description: DM-CARTON SHORTAGE VND RESPONSIBLE

Investigator: Stephanie Reed-Lyles

Responsible Party: Warehouse-SAV/SV2

Note: dispute denied by Macy's, per Macy's BOL#6757164000142078 and BOL# 6757164000142061 were shipped on the same day from the same warehouse to our West Johnson DC. These shipments should have been consolidated on one master bill of lading and ASN. No other evidence to re-challenge since we are at fault.

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

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

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