

Chargeback Credit Memo Request Form

Date: 8/9/2019 Chargeback Case #: CB1901840

Credit Memo Amount: \$10.00

Customer ID: JPCPAT Customer Name: JC Penney Catalog

Chargeback Ref #: 3364955-COMP Cust. PO #: 05775721K

Check #: 2201356 Invoice #: _____

AR Ref #: 12148148

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Routing/Carrier

Detailed Description: ASN Carrier Does Not Match 754 Carrier

Investigator: Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Chargeback validated. Carrier should have been listed as Unyson not USF Reddaway. 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: _____