

# Chargeback Credit Memo Request Form

Date: 8/21/2019 Chargeback Case #: CB1902041

Credit Memo Amount: \$10.00

Customer ID: JCPRET Customer Name: JC Penney Retail

Chargeback Ref #: 3390768-COMP Cust. PO #: 36074453

Check #: 1601418 Invoice #: \_\_\_\_\_

AR Ref #: 12148914

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: Sandy Yang,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: \_\_\_\_\_