

# Chargeback Credit Memo Request Form

Date: 8/21/2019 Chargeback Case #: CB1902045

Credit Memo Amount: \$3,250.00

Customer ID: DOLGEN Customer Name: Dollar General Corporation

Chargeback Ref #: CF1907180637 CF1907190272 Cust. PO #: 18GY86 18GY83 18GY89 18GY85 18GY81  
CF1907200166 18GYC1

Check #: 943849 Invoice #: \_\_\_\_\_

AR Ref #: 12149577

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

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

Violation Description: Compliance-Routing/Carrier

Detailed Description: FOB CALL IN VIOLATION

Investigator: Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: per Mike this is validated - Chargeback validated. Call in sheet was updated with new ship date to accommodate warehouse workload. Order processing coordinator was not sufficiently trained at the time. This has been corrected. Instructions have been implemented to ensure ship date is not adjusted prior to submission of call in sheet. If an adjustment is needed, instructions are to notify distribution in order to obtain authorization/extension from customer. Call in sheet produced by EEC, and call in sheet submitted for routing are both attached for verification/comparison.

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

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

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