

# Chargeback Credit Memo Request Form

Date: 1/28/2020 Chargeback Case #: CB1902080

Credit Memo Amount: \$100.00

Customer ID: MACY04 Customer Name: Macy's CFC

Chargeback Ref #: 29700112 Cust. PO #: 8080399

Check #: 1799666 Invoice #: 29700112

AR Ref #: 12149832

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

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

Violation Description: Compliance-ASN

Detailed Description: 89 NO ASN AT TIME OF PROCESSING

Investigator: Wee Ong

Responsible Party: Warehouse-SAV/SV2

Note: disputed denied - This shipment arrived at our Portland DC without the receipt of an EDI856 Advance Ship Notice (ASN). We require an ASN with carton level detail prior to the actual receipt of merchandise. It is possible that warehouse printed duplicated label causing ASN issue, we have no evidence to re-challenge.

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

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

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