

# Chargeback Credit Memo Request Form

Date: 8/20/2019 Chargeback Case #: CB1902165

Credit Memo Amount: \$409.60

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: 9138701 Cust. PO #: 12224435

Check #: 1026597254 Invoice #: \_\_\_\_\_

AR Ref #: 12150132

Chargeback Reason: Shipment Shortage-40070-0000

Division Code: ADUL Division Name: Adult/Fashion Bedding(10)

Violation Description: Short Shipment

Detailed Description: DOMESTIC FILL RATE

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: valid - This batch is still open due to overflow (46 cartons) that was removed from shipment. Corrective action will be to modify spreadsheet used for tracking batch progress. We will add a conditional format that will highlight ship dates when are scheduled to ship and/or go past scheduled ship date.

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

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

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