

Chargeback Credit Memo Request Form

Date: 8/20/2019 Chargeback Case #: CB1902166

Credit Memo Amount: \$945.80

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: 9135347 Cust. PO #: 12224431

Check #: 1026597254 Invoice #: _____

AR Ref #: 12150130

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

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

Violation Description: Compliance-Early/Late Delivering

Detailed Description: late shipment

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: valid late ship per Mike and Ping's investigation - 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: _____