

# Chargeback Credit Memo Request Form

Date: 3/6/2020 Chargeback Case #: CB1902266

Credit Memo Amount: \$5,872.80

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: 9170365/366/9172942/943/944 Cust. PO #: 12224431 12224431

Check #: 7090257281 Invoice #: \_\_\_\_\_

AR Ref #: 12150891

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: We tried to dispute it and even get Kohl's buyer to involve but no luck. It was WOD's fault for missed routing. It was brought to the buyer's attention that the PO was being routed late but we have confirmed that the goods had been routed without a request for an extension so Kohl's refuse to reverse it since 1) we missed routing on time in the first place 2) we did not request extension. Lessons learn, this has been escalated to WOD/Ron and will ensure going forward we will request extension at the time of any late ship/late routing occur.

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

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

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