

# Chargeback Credit Memo Request Form

Date: 1/7/2020 Chargeback Case #: CB1902319

Credit Memo Amount: \$438.07

Customer ID: NEX Customer Name: Nexcom

Chargeback Ref #: CB6404SD Cust. PO #: 0020644714 0020644966

Check #: 7585699 Invoice #: \_\_\_\_\_

AR Ref #: 12150871

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

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

Violation Description: Freight

Detailed Description: FAILURE TO CONSOLIDATE

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Charge Back Validated. Although both orders shipped together, they were not consolidated onto one single BOL as required. OP Coordinator that processed the order is no longer with the company. OP Coordinator now handling this customer has been advised of this requirement to ensure compliance going forward.

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

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

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