

# Chargeback Credit Memo Request Form

Date: 2/4/2020 Chargeback Case #: CB1902351

Credit Memo Amount: \$1,533.27

Customer ID: DLS Customer Name: Dillard's Inc.

Chargeback Ref #: 1190719605 Cust. PO #: 0044390101

Check #: 548004 Invoice #: \_\_\_\_\_

AR Ref #: 12150922

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

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

Violation Description: Freight

Detailed Description: freight

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: per Mike, Charge Back Validated. Two BOLs were generated for one Load number. Probably due to the fact that the orders that shipped together were from two different batches. The routing sheets from each batch should have been combined prior to shipment generation. New OP Coordinator now handling this account, has been made aware of this requirement. Customer Routing Matrix will be updated with new note to emphasize this requirement as well.

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

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

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