

Chargeback Credit Memo Request Form

Date: 10/13/2019 Chargeback Case #: CB1902565

Credit Memo Amount: \$1,785.00

Customer ID: JCPRETDI Customer Name: JC Penney Retail (POE)

Chargeback Ref #: 3459224-COMP Cust. PO #: 03906768

Check #: 2201656 Invoice #: _____

AR Ref #: 12152082

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

Division Code: SHET Division Name: Sheets(18)

Violation Description: Compliance-Labeling

Detailed Description: Barcode Label Compliance

Investigator: Richard Ye

Responsible Party: EDI

Note: valid, per Richard, barcode label format has changed (all POE customer's label from Zebra to PDF file) but they did not notice JCP's the barcode format on GS1-128 until later when the chargeback hits in. Problems have been corrected and fixed.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____