

# Chargeback Credit Memo Request Form

Date: 11/7/2019 Chargeback Case #: CB1902727

Credit Memo Amount: \$500.00

Customer ID: FREDMEYER Customer Name: Fred Meyer Stores

Chargeback Ref #: 701-NCF-0091687 Cust. PO #: 0002083875

Check #: 3470359 Invoice #: \_\_\_\_\_

AR Ref #: 12153347

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

Division Code: BATH Division Name: Bath Accessories(55)

Violation Description: Compliance-Early/Late Delivering

Detailed Description: LATE SHIPMENT

Investigator: Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Charge Back Validated. Order cancel date was 09/25/19. Shipment was routed to ship on 09/24/19. Carrier assigned pick-up date of 09/25/19, but did not arrive in time and picked-up on 09/26/19 instead. Distribution was not notified of late pick-up as required to obtain authorization from customer to ship past cancel date. OP Coordinator has been reprimanded and reminded of this requirement.

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

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

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