

Chargeback Credit Memo Request Form

Date: 1/2/2020 Chargeback Case #: CB1902829

Credit Memo Amount: \$773.02

Customer ID: JPCATDI Customer Name: JC Penney Catalog (POE)

Chargeback Ref #: 3476276-COMP 3485120-COMP Cust. PO #: 6723761C 5672167K 6731780R

Check #: 2201754 Invoice #: _____

AR Ref #: 12153466

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

Division Code: SHET Division Name: Sheets(18)

Violation Description: Compliance-Routing/Carrier

Detailed Description: Missing TMS Load ID/Routing Authorization

Investigator: Jeanne Zeng, Yao Jichun

Responsible Party: China Logistic

Note: passed 60 days dispute window as China logistic team did not complete investigation by Nov

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____