

# Chargeback Credit Memo Request Form

Date: 1/1/2020 Chargeback Case #: CB1902843

Credit Memo Amount: \$399.12

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: 9311006 / 9311007 Cust. PO #: 12474817

Check #: 31316 Invoice #: \_\_\_\_\_

AR Ref #: 12153879

Chargeback Reason: Shipment Shortage-40070-0000

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

Violation Description: Short Shipment

Detailed Description: Domestic Fill Rate - SKU not shipped at all for PO with receipts.

Investigator: Stephanie Reed-Lyles

Responsible Party: Warehouse-SAV/SV2

Note: passed dispute window - last day to dispute was 12/2 and SV2 did not complete until 12/31

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

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

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