

Chargeback Credit Memo Request Form

Date: 2/13/2020 Chargeback Case #: CB1902876

Credit Memo Amount: \$258.53

Customer ID: JCPENNEY01 Customer Name: JCPenney.com

Chargeback Ref #: S50053137 S50017473 S49945028 S49958777 Cust. PO #: 247081607 246959677 322542831 460536595

Check #: 2201605 Invoice #: _____

AR Ref #: 82342

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Misc

Detailed Description: Order Info Missing error

Investigator: Dung (David) Pham,Laura Yee,Ping Gao,Sherry Curry

Responsible Party: E-COM

Note: Disputed twice and JCP did not respond. It has been opened for more than 6 months old, request credit to close.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____