

# Chargeback Credit Memo Request Form

Date: 1/2/2020 Chargeback Case #: CB1903113

Credit Memo Amount: \$599.58

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

Chargeback Ref #: 3521611-COMP Cust. PO #: 5672175K

Check #: 2201890 Invoice #: \_\_\_\_\_

AR Ref #: 12155110

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 this CB before beginning of Dec

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

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

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