

Chargeback Credit Memo Request Form

Date: 12/23/2019 Chargeback Case #: CB1903127

Credit Memo Amount: \$2,888.28

Customer ID: PETCO Customer Name: Petco

Chargeback Ref #: 3069527/3104770/3104771/3104772 Cust. PO #: 10713871/10713865/10713877

Check #: 1431457 Invoice #: _____

AR Ref #: 4927984

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

Division Code: PET Division Name: Pet(40)

Violation Description: Compliance-Early/Late Delivering

Detailed Description: PO TIMELINESS ROUTING READY TO SHIP DATE LATE

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Per Mike and Alex, Charge Back Validated.Routing was completed 08/14/19 at 8:42 AM, to ship on 08/16/19. This was only 2 days advance routing. Petco requires 3 days advance routing. This will be addressed with coordinator to prevent future occurrences.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____