

Chargeback Credit Memo Request Form

Date: 6/22/2020 Chargeback Case #: CB1903204

Credit Memo Amount: \$6,390.00

Customer ID: OVERSTOCK01 Customer Name: Overstock.com (Drop Ship)

Chargeback Ref #: 261756365-261231130 Cust. PO #: see attached

Check #: 89963 89795 Invoice #: _____

AR Ref #: 85347 85815

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Early/Late Delivering

Detailed Description: LATE SHIP

Investigator: Laura Yee,Sherry Curry

Responsible Party: Dot.com-Savannah

Note: Valid \$6390.00 for late shipments from SD3 June, July, early August 2019. SD3 was not yet fully ready for increased Drop Ship volume. Staffing, Training, Equipment, Inventory & Replenishment still in start-up transition status.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____