

# Chargeback Credit Memo Request Form

Date: 1/31/2020 Chargeback Case #: CB1903226

Credit Memo Amount: \$2,000.00

Customer ID: DOLGEN Customer Name: Dollar General Corporation

Chargeback Ref #: CF1911081305-CF1911050816 Cust. PO #: see attached

Check #: 955000 955688 Invoice #: \_\_\_\_\_

AR Ref #: 12155808 12155810

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

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Compliance-Routing/Carrier

Detailed Description: FOB CALL IN VIOLATION

Investigator: Sandy Yang, Wendy Yang

Responsible Party: Warehouse-WOD

Note: valid per Mike: Charge back Validated. Call in sheet was submitted on Sunday 10/06/19. Five days before ready date, as required. See attached email for verification. However; Dollar General routing guide stipulates that "if your contact date falls on the weekend, you must contact prior to the weekend" This requirement will be clarified with OP Coordinator to prevent further occurrences. Also Customer Routing Matrix has been updated to reflect this requirement.

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

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

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