

# Chargeback Credit Memo Request Form

Date: 3/25/2020 Chargeback Case #: CB1903293

Credit Memo Amount: \$3,321.05

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: 9572991-9572655 Cust. PO #: see attached

Check #: 43907 Invoice #: \_\_\_\_\_

AR Ref #: 12155403

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

Division Code: ADUL Division Name: Adult/Fashion Bedding(10)

Violation Description: Compliance-Routing/Carrier

Detailed Description: fail to combine same day shipments

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Kohl's denied our dispute saying we did not combine same day shipment. It appears that Kohl's Transportation Dept. held back the orders routed with a 05/22/19 ready date to combine with those having a 06/08/19 ready date. We have disputed it through Kohl's compliance team but it is denied. Due to the fact that they are May 2019 shipments, Kari has been trying to escalate to the buyer but no luck.

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

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

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