

Chargeback Credit Memo Request Form

Date: 12/23/2019 Chargeback Case #: CB1903383

Credit Memo Amount: \$5,909.93

Customer ID: DLS Customer Name: Dillard's Inc.

Chargeback Ref #: 1191032479 1191102915 1191102926 Cust. PO #: 0039171101 0039171103 0041364803

Check #: 556389 Invoice #: _____

AR Ref #: 12155710

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

Division Code: BLK Division Name: Blanket(32)

Violation Description: Compliance-Early/Late Delivering

Detailed Description: LATE SHIPMENT COST ADJ FOR GOODS RECEIVED PAST PENALTY DATE

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: WOD discovered that two Dillard's shipments were not picked up as scheduled on 10/14/19. Warehouse staff Nathan failed to follow-up on what he thought was routing instructions that had not been received. When in actuality they were included in instructions received under other shipment numbers. It is kind of confusing because DLS sends out separate sets of routing instructions for each shipment number, even though they are all assigned to a single load number. However, and regardless of how the routing instructions are sent and received; Nathan failed to follow-up as required which should have followed up sooner. Emily has attempted to request waiver with Dillard's but failed, and since it is WOD's failure they hold accountable for this chargeback. Per Mike, corrective action has been taken and this particular issue has been reviewed as a case study with floor staff.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____