

# Chargeback Credit Memo Request Form

Date: 1/2/2020 Chargeback Case #: CB1903430

Credit Memo Amount: \$2,267.80

Customer ID: KOHLPOE Customer Name: Kohl's (POE)

Chargeback Ref #: 9922184-9898196 Cust. PO #: 12404259

Check #: 53118 Invoice #: \_\_\_\_\_

AR Ref #: 12156719

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

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

Violation Description: Compliance-UPC

Detailed Description: Missing/Incorrect UPC barcode on polybag/ship ready carton for Ecomm Merchandise.

Investigator: Gu Lina,Susan Zhao

Responsible Party: China Production

Note: valid - China PM Team failed to update the UPC request per Kohl's guideline and notify factory about this change. Per Kohl'S a UPC sticker needs to be added on the carton for all POE shipment. Kari is unable to request waiver as it is our fault and Kohl's refused to reverse. Susan Zhao is now aware of this change and has notified factory of this.

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

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

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