

Chargeback Credit Memo Request Form

Date: 3/31/2020 Chargeback Case #: CB1903434

Credit Memo Amount: \$450.00

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: 9920291 Cust. PO #: 12577970

Check #: 53118 Invoice #: _____

AR Ref #: 12156684

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

Division Code: BATH Division Name: Bath Accessories(55)

Violation Description: Compliance-Routing/Carrier

Detailed Description: Cancellation of a scheduled Transplace release.

Investigator: Stephanie Reed-Lyles

Responsible Party: Warehouse-SAV/SV2

Note: dispute denied, per Kohl's we failed to contact TMS to confirm an extension for the overflow in order to re-route for pick up at a later date. This has been communicated with Savannah to ensure they will get TMS's confirmation in future.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____