

Chargeback Credit Memo Request Form

Date: 1/7/2020 Chargeback Case #: CB1903521

Credit Memo Amount: \$112,670.65

Customer ID: KOHLDSN Customer Name: Kohl's.com

Chargeback Ref #: DSNC-1019D-00081 Cust. PO #: see attached

Check #: 55968 Invoice #: _____

AR Ref #: 87321

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Early/Late Delivering

Detailed Description: OCTOBER 2019 DELINQUENT ORDER CHARGE

Investigator: Dung (David) Pham,Ping Gao,Sherry Curry

Responsible Party: Dot.com-Savannah

Note: Valid October 2019 Late Shipment charges \$112,670.65 from Savannah warehouses. Orders shipped late due to inventory issues (locating items, alt bins, etc.) and shortage of staffing and equipment. Management team was ramping up hiring & equipment & needed training.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____