

# Chargeback Credit Memo Request Form

Date: 3/25/2020 Chargeback Case #: CB1903529

Credit Memo Amount: \$363.15

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

Chargeback Ref #: R022559111SHTG-R825661224SHTG Cust. PO #: 12528812/12404247/12443941

Check #: 55968 Invoice #: \_\_\_\_\_

AR Ref #: 12156998

Chargeback Reason: Shipment Shortage-40070-0000

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Short Shipment

Detailed Description: Item not received

Investigator: Gu Lina,Susan Zhao,Zhu Yanping

Responsible Party: China Production

Note: Dispute denied by Kohl's, they have not identified the receipt of shortage item and we do not have other evidence to re-challenge. Susan is unable to reclaim this one with factory since they have provided all PL/shipping doc to prove they did shipped completed. Request credit to close

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

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

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