

Chargeback Credit Memo Request Form

Date: 1/8/2020 Chargeback Case #: CB1903559

Credit Memo Amount: \$243.00

Customer ID: AMAZONDS Customer Name: Amazon.com Drop Ship

Chargeback Ref #: DBVw2gVFX Cust. PO #: DBVw2gVFX

Check #: _____ Invoice #: 30487150

AR Ref #: 30487150

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

Division Code: FUR Division Name: Furniture(50)

Violation Description: Compliance-Misc

Detailed Description: CANCELLED

Investigator: Sherry Curry

Responsible Party: Dot.com-Woodland

Note: alid for credit due to Amazon will not accept our attempts to dispute or collect payment against invoice for late shipped orders, Amazon cancelled in their system. This is LTL shipments shipped 12 days after initial order date. Amazon cancelled after 7 days in their vendor portal, however, cancel notification to the warehouse or JLA from Amazon was not sent for EDI orders. Warehouse still shipped. Kwo clarified the LTL route/pickup process for warehouse to notify him & Amazon LTL carriers.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____