

# Chargeback Credit Memo Request Form

Date: 12/31/2019 Chargeback Case #: CB1903598

Credit Memo Amount: \$39,127.50

Customer ID: JPCATDI Customer Name: JC Penney Catalog (POE)

Chargeback Ref #: 3568580-COMP Cust. PO #: 6722664R 5662531K 6714299C

Check #: 2202046 Invoice #: \_\_\_\_\_

AR Ref #: 12157098

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

Division Code: SHET Division Name: Sheets(18)

Violation Description: Compliance-Labeling

Detailed Description: Barcode Label Compliance

Investigator: Richard Ye

Responsible Party: EDI

Note: Per Richard, our PDF label unable to pass JCP label verification and our label received decodability error, JCP does not accept to print carton label from PDF file which EEC team was not aware of until the chargeback hits us. Already discussed with EEC and we have turned off PDF label for JCP, and notify PM to print zebra label from Hangzhou office then send to oversea factory to avoid re-occurrence of these chargeback.

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

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

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