

Chargeback Credit Memo Request Form

Date: 1/3/2020 Chargeback Case #: CB1903606

Credit Memo Amount: \$425.92

Customer ID: JCPRET Customer Name: JC Penney Retail

Chargeback Ref #: 3570518-COMP Cust. PO #: 16218591 16217960 16218009 16218103
16218484

Check #: 2202046 Invoice #: _____

AR Ref #: 12157116

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Fill Rate

Detailed Description: Fill Rate - Shortage on Order

Investigator: Hui Chen Wu (Mandy)

Responsible Party: Business Planning

Note: valid fill rate charges.

1. JCP account orders should be shipped from SV3 since 9/1. (JLA internal plan: ship from SV2 before 9/1 & ship from SV3 after 9/1).

2. Planning had requested Warehouse team to move all JCP inventory from SV2 to SV3 by 9/1.

3. We received JCP PO on 9/15/19, and had inventory at SV2. Warehouse did not move all inventory from SV2 to SV3 and ship on time.

4. It is JLA warehouse team's responsibility for not shipping the PO.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____