

# Chargeback Credit Memo Request Form

Date: 5/14/2020 Chargeback Case #: CB1903616

Credit Memo Amount: \$5,839.48

Customer ID: AMAZON Customer Name: Amazon Fulfillment Services

Chargeback Ref #: 1084359844VCBSINV Cust. PO #: \_\_\_\_\_

Check #: 114237079 Invoice #: \_\_\_\_\_

AR Ref #: 87693

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

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

Violation Description: Compliance-Early/Late Delivering

Detailed Description: PO On-Time Accuracy, POs: 23, Issues total: 1000

Investigator: Stephanie Reed-Lyles

Responsible Party: Dot.com-Savannah

Note: Valid per Maronda/Stephanie:Due to high volume of orders during peak months it took the warehouse additional time to complete the orders. Therefore some PO's did not ship on time. Already emailed and notified Ron about this so he is aware of all Amazon late ship charges. Per Ron, he will continue to follow up with warehouse to ensure we will not run into recurring late ship chargeback again.

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

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

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