

Chargeback Credit Memo Request Form

Date: 1/6/2020 Chargeback Case #: CB1903668

Credit Memo Amount: \$75.24

Customer ID: DLS Customer Name: Dillard's Inc.

Chargeback Ref #: 1191106884 Cust. PO #: 0054722904

Check #: 560290 Invoice #: _____

AR Ref #: 12157758

Chargeback Reason: Shipment Shortage-40070-0000

Division Code: ADUL Division Name: Adult/Fashion Bedding(10)

Violation Description: Short Shipment

Detailed Description: INVOICED NOT RECEIVED

Investigator: Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: VALID - Chargeback validated. EEC shows all items shipped complete. However we have been unable to locate the signed BOLs as verification. The BOLs may have been mis-filed, not returned to order processing, or may have been given to a driver in error (he left with our copies). There is really no way of knowing.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____