

Chargeback Credit Memo Request Form

Date: 1/7/2020 Chargeback Case #: CB1903726

Credit Memo Amount: \$445.77

Customer ID: JCPRET Customer Name: JC Penney Retail

Chargeback Ref #: 3579704-COMP Cust. PO #: 16331414 16331430 16331431 16331433
16331443 16331

Check #: 2202095 Invoice #: _____

AR Ref #: 12157512

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), Selina Au

Responsible Party: Business Planning

Note: valid with below findings by Mandy/Frank:

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: _____