

Chargeback Credit Memo Request Form

Date: 1/6/2020 Chargeback Case #: CB2000014

Credit Memo Amount: \$27.60

Customer ID: MACY04 Customer Name: Macy's CFC

Chargeback Ref #: 4932630 Cust. PO #: 9627328

Check #: 1846408 Invoice #: _____

AR Ref #: 12157633

Chargeback Reason: Shipment Shortage-40070-0000

Division Code: BATH Division Name: Bath Accessories(55)

Violation Description: Short Shipment

Detailed Description: short

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: _____