

# Chargeback Credit Memo Request Form

Date: 5/14/2020 Chargeback Case #: CB2000059

Credit Memo Amount: \$100.00

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

Chargeback Ref #: 1191112267 1191112271 Cust. PO #: 0057904905 0057930207

Check #: 559471 Invoice #: \_\_\_\_\_

AR Ref #: 12157456 12157458

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

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

Violation Description: Mis-shipment

Detailed Description: MIS-SHIPMENT

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: CLAIM DENIED BY DLS:  
CB 1191112267 is for shipping 1 carton of PO 0057904905 to DC21 via FedEx Ground when it should have shipped to DC29

CB 1191112271 is for shipping 1 carton of PO 0057930207 to DC22 via FedEx Ground when it should have shipped to DC29

This happens when the person or people that affix the FedEx Ground shipping labels apply the incorrect label to the carton.

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

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

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

