

Chargeback Credit Memo Request Form

Date: 2/3/2020 Chargeback Case #: CB2000249

Credit Memo Amount: \$9,938.23

Customer ID: KOHLDSN Customer Name: Kohl's.com

Chargeback Ref #: DSNC-0819D-00085-DSNC-0819C-00037 Cust. PO #: _____

Check #: 72027 Invoice #: _____

AR Ref #: 89461

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Early/Late Delivering

Detailed Description: AUGUST 2019 DELINQUENT ORDER CHARGE

Investigator: Ping Gao,Sherry Curry

Responsible Party: Dot.com-Savannah

Note: per Ping/Sherry: Valid charges for late shipments from Savannah August 2019. August 2019 Savannah not yet fully ready for increased Drop Ship volume following LDC close. Staffing, Training, Equipment, Inventory & Replenishment still in start-up transition status.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____