

Chargeback Credit Memo Request Form

Date: 2/13/2020 Chargeback Case #: CB2000297

Credit Memo Amount: \$4,024.00

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

Chargeback Ref #: 1200121396 Cust. PO #: 0039171101

Check #: 563068 Invoice #: _____

AR Ref #: 12159460

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

Division Code: BLK Division Name: Blanket(32)

Violation Description: Freight

Detailed Description: CARRIER ARRIVED FOR PICK AND FREIGHT WAS NOT
LOAD ON TRUCK AS STATED ON ROUTING INSTRUCTION

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: valid - Charge Back Validated by Mike. This was due to processing error made by former employee. He did not followed up with DLS on time and this issue has been escalated to Ron to ensure WOD floor staff is aware of DLS's shipping and loading requirements.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____