

# Chargeback Credit Memo Request Form

Date: 1/28/2020 Chargeback Case #: CB2000302

Credit Memo Amount: \$584.10

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

Chargeback Ref #: 5997279587\_1/5993359492\_1/5997309017\_1 Cust. PO #: 5997279587\_1/5993359492\_1/5997309017\_1

Check #: 75026 Invoice #: \_\_\_\_\_

AR Ref #: 89726

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

Division Code: \_\_\_\_\_ Division Name: \_\_\_\_\_

Violation Description: Freight

Detailed Description: RTV

Investigator: Dung (David) Pham,Laura Yee,Ping Gao

Responsible Party: 3rd-UPS

Note: valid per CS: Customer service filed a UPS lost package investigation and it was found that indeed these packages were lost. UPS has denied these claims on all 3 packages.....A returned has been processed in DSCO for the lost package

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

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

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