

# Chargeback Credit Memo Request Form

Date: 11/16/2020 Chargeback Case #: CB2000305

Credit Memo Amount: \$3,560.00

Customer ID: MACY02 Customer Name: Macy's.com

Chargeback Ref #: 4880743 4880745 4880748 4880749 Cust. PO #: 8255869 8255726 8255275 8254109

Check #: 1857571 Invoice #: \_\_\_\_\_

AR Ref #: 12159602

Chargeback Reason: Shipment Shortage-40070-0000

Division Code: LGT Division Name: Lighting(80)

Violation Description: Short Shipment

Detailed Description: POD W STREET ADDRESS REQUIRED/Short

Investigator: Stephanie Reed-Lyles

Responsible Party: Warehouse-SV3

Note: Disputed twice but both denied. Per Macy's we are failed to provide a valid POD. The PO's shipped via G n P Trucking 9/18/2019. Per the carrier they do not have a POD on file to provide for the shipment. It has been open for 10 months already and since we cannot get Macy's to repay, we have to close it.

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

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

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