

Chargeback Credit Memo Request Form

Date: 2/13/2020 Chargeback Case #: CB2000385

Credit Memo Amount: \$1,382.64

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

Chargeback Ref #: 1200137738 1200134563 Cust. PO #: 0035791804 0064325605

Check #: 563639 Invoice #: _____

AR Ref #: 12159912 12159914

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

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

Violation Description: Freight

Detailed Description: MULTI SAME DAY SHIPMENTS

Investigator: Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Charge Back Validated. OP Coordinator responsible for this account has been advised of error and of requirement to combine orders into one shipment. Corrective action has been taken and reviewed with floor staff.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____