

Chargeback Credit Memo Request Form

Date: 10/9/2020 Chargeback Case #: CB2000564

Credit Memo Amount: \$570.96

Customer ID: FREDMEYER Customer Name: Fred Meyer Stores

Chargeback Ref #: 701-NCF-0096383 701-NCF-0096382 Cust. PO #: see attached

Check #: 4030791 Invoice #: _____

AR Ref #: 12160765

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

Division Code: _____ Division Name: _____

Violation Description: Freight

Detailed Description: USED WRONG SHIPPING METHOD

Investigator: Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: **Ron is ware of it and has communicate with WOD to ensure proper SOP is in place and updated. We have to validate since Sheila has helped but FM refused to reverse it**Charge Back Validated. Dispute attempted and failed. Customer changed ship method. Notification sent by customer to invalid address. We missed change.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____