

Chargeback Credit Memo Request Form

Date: 4/8/2020 Chargeback Case #: CB2000588

Credit Memo Amount: \$97,675.16

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

Chargeback Ref #: DSNC-1219D-00092-DSNC-1119C-00052 Cust. PO #: see attached

Check #: 87186 Invoice #: _____

AR Ref #: 91229

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

Division Code: _____ Division Name: _____

Violation Description: Compliance-Early/Late Delivering

Detailed Description: NOVEMBER 2019 DELINQUENT ORDER CHARGE
NOVEMBER 2019 UNIT CANCELLATION CHARGE

Investigator: Ping Gao, Sherry Curry

Responsible Party: Dot.com-Savannah

Note: Per Ping and Sherry - Valid for both the cancels and late ships out of Savannah in November and December 2019.
There were significant issue with inventory accuracy, replenishment and alt bin issues that developed during the SD2 & SD3 transition & actual early opening of SD3 were still being cleaned up and resolved.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____