

# Chargeback Credit Memo Request Form

Date: 10/9/2020 Chargeback Case #: CB2000740

Credit Memo Amount: \$645.92

Customer ID: FRED34825 Customer Name: FRED MEYER COMPANY-ICA (ART)

Chargeback Ref #: 701-NCF-0096962 701-NCF-0096847 Cust. PO #: SEE ATTACHED

Check #: 4102822 Invoice #: \_\_\_\_\_

AR Ref #: 12161947

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

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

Violation Description: Freight

Detailed Description: USED WRONG SHIP TO METHOD

Investigator: Sandy Yang, Wendy Yang

Responsible Party: Warehouse-WOD

Note: \*\*Ron is aware of it and has communicated with WOD to ensure proper SOP is updated\*\* We have to validate since FM refuse to reverse these chargeback and Sheila has no way to get reversal. 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: \_\_\_\_\_