

Chargeback Credit Memo Request Form

Date: 3/26/2020 Chargeback Case #: CB2000758

Credit Memo Amount: \$739.89

Customer ID: KOHL Customer Name: Kohl's

Chargeback Ref #: 10431495/10431607 Cust. PO #: 12390437

Check #: 95103 Invoice #: _____

AR Ref #: 12162083

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

Division Code: BLK Division Name: Blanket(32)

Violation Description: Compliance-Routing/Carrier

Detailed Description: Weight discrepancy against routing.

Investigator: Stephanie Reed-Lyles

Responsible Party: Warehouse-SAV/SV2

Note: valid - SV2 routed the PO's per the routing sheets. The carrier re-weighed the shipments at their facility which indicated a discrepancy. The carrier weights are more than what had been routed to the TMS portal for the shipment. SV2 verified carton dimensions and verified there is a discrepancy in the carton weight.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____