

Chargeback Credit Memo Request Form

Date: 10/9/2020 Chargeback Case #: CB2000859

Credit Memo Amount: \$294.74

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

Chargeback Ref #: 701-NCF-0097742 Cust. PO #: 0004783774

Check #: 4263612 Invoice #: _____

AR Ref #: 12163118

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

Division Code: ART Division Name: Art(65)

Violation Description: Freight

Detailed Description: USED WRONG SHIP METHOD

Investigator: Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: **Ron is aware of it and has ensure WOD to enforce SOP update** 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: _____