

# Chargeback Credit Memo Request Form

Date: 10/9/2020 Chargeback Case #: CB2000892

Credit Memo Amount: \$269.38

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

Chargeback Ref #: 701-NCF-0098003 Cust. PO #: 0004879527

Check #: 4297170 Invoice #: \_\_\_\_\_

AR Ref #: 12163398

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: \_\_\_\_\_