

Chargeback Credit Memo Request Form

Date: 12/7/2020 Chargeback Case #: CB2001024

Credit Memo Amount: \$30,310.98

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

Chargeback Ref #: DSNC-1219R-00002-DSNC-0120R-00032 Cust. PO #: _____

Check #: 104512 Invoice #: _____

AR Ref #: 95656

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

Division Code: _____ Division Name: _____

Violation Description: Freight

Detailed Description: INCORRECT SHIPPING CHARGE - AUG 2019 TO JAN 2020

Investigator: Ping Gao, Sherry Curry

Responsible Party: 3rd-FEDEX

Note: Per Ping and Sherry, it was a FedEx issue, but Kohl's refused to pay us as they confirmed with Green Mountain that the majority of these shipping instances seem to have gone out via FedEx Ground from our warehouse and Kari is unable to get reversal from Kohl's. Sherry will continue to find details to dispute with FedEx but meanwhile since Kohl's will not pay us back, we have to close it since this

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____