

Chargeback Credit Memo Request Form

Date: 8/31/2020 Chargeback Case #: CB2001368

Credit Memo Amount: \$876.88

Customer ID: DLS Customer Name: Dillard's Inc.

Chargeback Ref #: 5163736 Cust. PO #: 0082183801

Check #: ACH 080320 Invoice #: 5163736

AR Ref #: 12167605

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

Division Code: ADUL Division Name: Adult/Fashion Bedding(10)

Violation Description: Freight

Detailed Description: UNAUTHORIZED CARRIER FOR USING AN UNAUTHORIZED CARRIER

Investigator: Mike Wilson,Sandy Yang,Wendy Yang

Responsible Party: Warehouse-WOD

Note: Charge back Validated. Incorrect carrier was selected when shipment was generated in EEC. FedEx Freight Economy was chosen instead of FedEx Freight Priority as dictated by customer's shipping instructions. A disciplinary notice has been administered to the order processing clerk that was responsible for this error.

Requestor's Note: _____

Requested by: _____ Date: _____

Approved by: _____ Date: _____