

Request For Credit Returns & Exchanges Discrepancy Notification

Branch: OKC Muskogee Duncan T1 _____ Date: ___/___/___

Advanced RA# _____ Issued By _____

Return Return Authorized By _____

Credit Requested Credit To Be Issued Exchange Original Paperwork Correct Discrepancy

Customer Name: _____ Phone Number: _____

Contact Name: _____ Customer P.O.: _____

Order Number: _____ Reference # _____ J & E Associate Name: _____

Cash Charge Paid By Check Active Order Order Modified By: _____

Over/Under Shipment Ordered Incorrectly Damaged Non-Conforming Shipment Other

Description of Discrepancy (Explanation Required) _____

QUANTITY SHIPPED	QUANTITY RETURNED	DESCRIPTION	PRICE	AMOUNT

SUBTOTAL	
TAX	
TOTAL	

Cash Exchange Parts

Received by: _____

Corrective Action Taken to Achieve Customer Satisfaction: _____

Parts Checked by _____
 Restocked by _____
 Credit Memo # _____

Date Order Taken: ___/___/___
 Date Entered: ___/___/___
 Date Filled: ___/___/___
 Request Date: ___/___/___
 Date Checked: ___/___/___
 Date Delivered: ___/___/___

FOR ANALYSIS ONLY

1. Cause of Discrepancy: _____

2. Corrective Action Taken: _____

3. Sign Off: _____

