



URBN VENDOR

How to Review Chargebacks in Tradestone

What is a Tradestone Chargeback?

A Tradestone Chargeback is a deduction taken from payment as a result of Vendor Non-Compliance. Chargebacks issued for Vendor Non-Compliance are submitted by the URBN Distribution Centre and available for review in Tradestone (TS). The Chargeback is issued against the Purchase Order (PO) in violation of the URBN Requirement(s).

All URBN Vendor Requirements are outlined on the URBN Vendor Website. Failure to comply with any one requirement without prior authorisation may result in a Chargeback.

How will I know when I've received a Chargeback?

All Vendors will receive an automated Email Notification from Tradestone when a Chargeback has been issued against a PO. The email notice will be sent from do_not_reply@urbanout.com:

Subject: Urban has processed a Chargeback for PO#0001234567 in the amount of 100.000

Urban Outfitters Chargeback Notification

Please be advised that the purchase order referenced in the subject line was shipped to Urban Outfitters and was found to be in violation of our vendor requirements. A chargeback has been issued in an effort to recoup the cost to the company that is associated with this violation. To view the details of the chargeback, go to the **View Recent Chargebacks** on the dashboard of Tradestone. You are able to view all chargebacks by going to **View All Chargebacks**.

A zero dollar amount on the chargeback will indicate that a WARNING has been issued.

Chargebacks will be deducted from current or future invoices.

To avoid future violations, please take the necessary steps to address and correct the reason for this infraction. For assistance, visit the vendor website. (<http://www.urbnvendor.com>)

Regards,

URBN Vendor Relations team

How do I review a Chargeback in Tradestone?

Follow **Step 1 - 5** available on **PG 2 - 4** for reviewing a Chargeback in Tradestone.

How do I dispute a Chargeback?

Please carefully review **ALL** Chargeback details in Tradestone *before* initiating a dispute. Please contact urbnchargebacks.eu@urbn.com for all EU Chargeback disputes / enquiries. URBN will only investigate Chargeback disputes within **90 days** of issuance.

How to view a Chargeback in Tradestone:

- Using your **Tradestone Dashboard**, navigate to the Review Chargeback section. Two queries are available for Reviewing Chargebacks:

Review Chargebacks - Vendor

- View Recent Chargebacks - Ven
- View All Chargebacks - Ven

View Recent Chargebacks - Ven

Only for Chargebacks issued within the **last 30 days**.

View all Chargebacks - Ven

View **ALL** DC Chargebacks issued.

- All available Chargebacks in the selected query will appear in the **Search List**. Vendors may search for a specific Chargeback by using the **Search Fields** available at the top of the Query:

Search View: View Recent Chargebacks - Ven

Search Fields

Invoice No	Like	Invoice Type	Like	Status	Like
Global ID	Like	Agent	Like	Vendor ID	Like
Vendor Name	Like	Invoice Date	Equal to	Pay Terms	Like
Modify Date	Like	Total Chargeback Amount	Equal to		

Clear Fields Search Show All Records Per Page: default

Search List

Export to Excel(XLSX Format) | Export PDF | Save My View

Invoice No	Invoice Type	Status	Global ID	Agent	AGENT_D	Vendor ID	Vendor Name	Invoice Date
1685295	SI	APPROVED				12345	TEST VENDOR	08/02/2021
1685321	SI	APPROVED				12345	TEST VENDOR	08/02/2021
1685490	SI	APPROVED				12345	TEST VENDOR	08/02/2021
1685966	SI	APPROVED				12345	TEST VENDOR	08/03/2021


Invoice Type **SI** = **Service Invoice**. All DC Chargebacks will appear as a **SI** in Tradestone.

- Select the **Invoice #** to view the individual Chargeback Claim. **Each** Chargeback will be associated with a unique **SI #** **unless** more than 1 PO or Violation is on the same Claim.

Service Invoice - Vendor Action Form



Record 1 of 1

Vendor Chargeback Form			Totals	Attachments
Claim No.	1685295	Warning Indicator	Total Chargeback Amount	 <p>Larger Image Replace Image</p>
Status	APPROVED	Agent	Total Units	
Agent Desc		Vendor	12345	
Vendor Desc	UK - US TEST VENDOR	Create Date	08/29/2021	
Pay Terms	30	GL Code	00190-0001-518821	
DC Location	GFC	Modify User		
Modify Date	2021-08-29 16:35:49			

Expense Code	Description	Order No	Qty	Violation Price	Calculated Price	Man Hours
PNL	PRODUCT NOT LABELED/TICKETED	0003008952	1	100.00	100.00	
			1			
			1			
			1			
			1			
			1			
			1			
			1			
			1			
			1			

Notes

PRODUCT NOT LABELED WITH REQUIRED 3X3 DIRECT LABEL OR RETAIL TICKET. ALL PRODUCT MUST ARRIVE PRE-TICKETED.

Tradestone Chargeback Claim Defined:

- **Claim No.** = Sales Invoice # affiliated with Tradestone Chargeback
- **Status** = Collection Status of the Chargeback
 - APPROVED = Awaiting Finance Collection
 - PROCESSED = Chargeback Processed (deducted) by Finance
 - DENIED = Invalid Chargeback (not Processed/Deducted)
 - REVERSED = Invalid Chargeback Processed, Finance to Reimburse Vendor (coming soon to TS)
- **Warning Indicator** = N.A
- **Expense Code** = Code affiliated with Non-Compliance
- **Description** = Description of Violation
- **Order No** = Purchase Order #
- **Qty** = Only applicable for Chargebacks calculated per unit. All Pound Sterling fixed amount Chargebacks will reflect 1.
- **Violation Price** = Pound Sterling Amount of Expense Code
- **Calculated Price** = Violation Price x Qty (if applicable)
- **Man Hours** = # of Man Hours incurred to correct Violation (included if applicable and recorded by Distribution Centre)
- **Total Chargeback Amount** = Total Calculated Price
- **Notes** = Detail description of Violation as it relates to the specific non-compliant PO(s)

4 In addition to the Chargeback **Note**, review **ALL** Chargeback Image Attachments in reference to the Violation. If available, additional images will be accessible through **More Details**:

Use the **arrows** to view Record 1 of 2 / 2 of 2, etc.

Use the **Larger Image** option to enlarge the photograph.

- 5 Use the **return arrow** to navigate back to the Chargeback claim – do not use the back button on your Browser window.

Attachment



Record 1 of 2

Parent Information Invoice No 1706692



Images are not required to support a Distribution Centre Chargeback; images are provided, when possible, to support corrective action.

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Please visit the [Chargeback Violations and Fees](#) section on the EU Vendor Website for additional information.