



# 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.

**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](mailto:urbnchargebacks.eu@urbn.com) for all EU Chargeback disputes / enquiries. URBN will only investigate Chargeback disputes within **90 days** of issuance.

- View **ALL** DC Chargebacks issued.

- Search View: [View Recent Chargebacks - Ven](#) 

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

- Service Invoice - Vendor Action Form

**Service Invoice - Vendor Action Form**

Record 1 of 1

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**Vendor Chargeback Form**

Claim No.	1685295	Warning Indicator	
Status	APPROVED	Agent	
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	

Issued Date: 08/29/2021


AP Reversed Date:       Reversal Request Date:

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**Totals**

Total Chargeback Amount	100.00
Total Units	1

**Attachments**



Large View Location

[Larger Image](#) [Replace Image](#)

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**Detail**

<input type="checkbox"/>	Expense Code	Description	Order No	Qty	Violation Price	Calculated Price	Man Hours
<input checked="" type="checkbox"/>	PNL	PRODUCT NOT LABELED/TICKETED	0003008952	1	100.00	100.00	
<input type="checkbox"/>				1			
<input type="checkbox"/>				1			
<input type="checkbox"/>				1			
<input type="checkbox"/>				1			
<input type="checkbox"/>				1			
<input type="checkbox"/>				1			
<input type="checkbox"/>				1			
<input type="checkbox"/>				1			
<input type="checkbox"/>				1			

**Notes**

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

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**Brand Notes**

## 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/BRAND REVERSED = Invalid Chargeback Processed, Finance to Reimburse Vendor
- **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)
- **Brand Notes** = Additional notes added by the URBN Buying Team (if applicable)
- **Reversal Request Date** = The date VR requested AP to action the chargeback reversal
- **AP Reversed Date** = The date AP actioned the chargeback reversal

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

Record 1 of 1

**Totals**

Total Chargeback Amount	100.00
Total Units	1

**Notes**

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

**Attachments**

Large View Location

Larger Image Replace Image

More Details... Reports... Search List

Attachment Notes Sizes

Attachment

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

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

Attachment

Record 1 of 2

Parent Information Invoice No 1706692

**Attachment**

Attachment No ATTACHMENT

Overview Location

Description

Larger Image Replace Image

Attachment

Record 2 of 2

Parent Information Invoice No 1706692

**Attachment**

Attachment No ATTACHMENT 2

Overview Location

Description

Larger Image Replace Image

Attachment



Record 1 of 2

The **Chargeback Print** option can also be used to view a PDF containing all Chargeback information:

More Details... ▾

Chargeback Print

Search List

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### Vendor Chargeback

**Vendor :**

**Apex:**

**Date:**

**Claim No:**

**Invoice :** PMS0000000

**Invoice Amount:**

**Payment Type :** NET

**Payment Terms :** NET 30

**DC Location :** PHC

Expense Code	Description	Order No.	Qty	PUR Price	Material Price	Minutes	Labor Rate	Voucher Price	Calculated Total
PHM000000	RECEIVED FOR MATERIALS ON TRUCK TOWED UNDER THE POWER LIFTER LANE CODE	AJ0000000001	20.00	1,000.00	0.00	00.00	0.00	00.00	70.00
									Total Costs
									70.00
									Taxation
									00.00
									Total Chargeback Amount
									70.00

**Name:**


**Phone Number :** 91-988

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### Vendor Chargeback




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### Vendor Chargeback



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

Please carefully review **ALL** Chargeback details in Tradestone *before* initiating a dispute. Please contact [urbnchargebacks.eu@urbn.com](mailto:urbnchargebacks.eu@urbn.com) for all EU Chargeback disputes / enquiries and CC your Buyer/Production Partner. URBN will only investigate Chargeback disputes within **90 days** of issuance. Please visit the [Chargeback Violations and Fees](#) section on the EU Vendor Website for additional information.