



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.

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

4 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:**

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

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

More Details... **Chargeback Print** Search List


Vendor Chargeback

Vendor: Agent: Order No: Invoice No: Status: PROCESSED
Invoice No: 1706692
Payment Type: 107
Payment Status: NOT PAID
DC Location: PFC

Expense Code	Description	Order No	Qty	PO FOR	Material Price	Material	Label Price	Vendor Price	Calculated Total
40000000	EXPENSES FOR ORDER NO 1706692	1706692	1	1706692	0.00	0.00	0.00	0.00	0.00
TOTAL									
TOTAL CHARGEBACK AMOUNT 0.00									


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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 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.