



# 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 an URBN Distribution Center 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 authorization 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](mailto: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

← **A zero-dollar amount in the Email Subject will indicate that a WARNING has been issued. \$0.00 will be deducted for WARNING Chargebacks.**

### 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.us@urbn.com](mailto:urbnchargebacks.us@urbn.com) for all US Chargeback disputes / inquiries and CC your Buyer/Production Partner. URBN will only investigate Chargeback disputes within **90 days** of issuance.

Please visit the [Chargeback Guidance](#) on the **US Vendor Website** for additional information.



## 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
- **Warning Indicator** = NULL or YES (\$0.00 Chargeback)
- **Expense Code** = [Code](#) affiliated with Non-Compliance
- **Description** = Description of Violation
- **Order No** = Purchase Order #
- **Qty** = Only applicable for Chargebacks calculated per unit. All fixed dollar amount Chargebacks will reflect 1.
- **Violation Price** = Dollar 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 Center)
- **Total Chargeback Amount** = Total Calculated Price OR \$0.00 for Chargeback WARNING
- **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:**

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...  
Attachment  
Notes  
Sizes

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

Description

Attachment

Record 2 of 2

Parent Information Invoice No 1706692

Attachment  
Attachment No ATTACHMENT 2

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

Description


- 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 Center Chargeback; images are provided, when possible, to support corrective action.**

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