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 <u>URBN Vendor Website</u>. 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:

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 <u>ALL</u> Chargeback details in Tradestone <u>before</u> initiating a dispute. Please contact <u>urbnchargebacks.us@urbn.com</u> 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.

How to view a Chargeback in Tradestone:

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

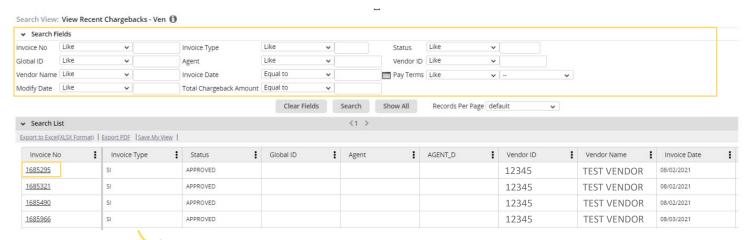


View Recent Chargebacks - Ven
Only for Chargebacks issued within the last 30 days.

View all Chargebacks - Ven

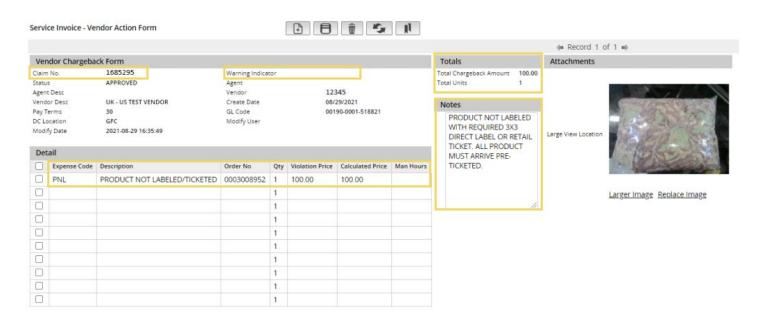
View ALL DC Chargebacks issued.

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:



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

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



Tradestone Chargeback Claim Defined:

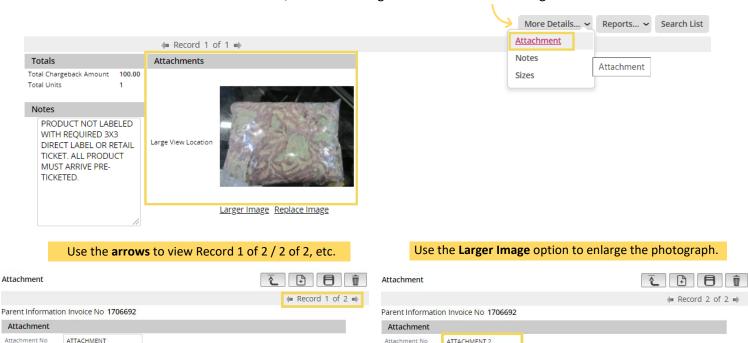
- Claim No. = Sales Invoice # affiliated with Tradestone Chargeback
- Status = Collection Status of the Chargeback
 - <u>APPROVED</u> = Awaiting Finance Collection
 - PROCESSED = Chargeback Processed (deducted) by Finance
 - <u>DENIED</u> = Invalid Chargeback (not Processed/Deducted)
 - REVERSED = Invalid 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 #

Description

Overview Location

<u>Larger Image</u> <u>Replace Image</u>

- Qty = Only applicable for Chargebacks calculated <u>per unit</u>. 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 <u>OR</u> \$0.00 for Chargeback WARNING
- Notes = Detail description of Violation as it relates to the specific non-compliant PO(s)
- In addition to the Chargeback **Note**, review <u>ALL</u> Chargeback Image Attachments in reference to the Violation. If available, additional images will be accessible through **More Details:**



Overview Location

<u>Larger Image</u> Replace Image



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

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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