

Re: Re: BOL INQUIRIES

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From malijun@syncsoftinc.com <malijun@syncsoftinc.com>  
Date Mon 4/21/2025 2:26 PM  
To Edward Maxwell <edward.maxwell@ship8.com>; Ping Gao <ping.gao@jlahome.com>  
Cc Sebastian Ramirez <sebastian.ramirez@ship8.com>

Hi Ping,  
Only print MBOL for TL. We only need to add this control setting for the customer.  
Print BOL and MBOL(MBOL is created for the shipments) for LTL.  
Please add the request to the enhancement page.

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Thanks,

Hawk

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**From:** Edward Maxwell  
**Date:** 2025-04-21 11:20  
**To:** Ping Gao; Hawk Ma  
**CC:** Sebastian Ramirez  
**Subject:** Re: RE: BOL INQUIRIES

Yes, we would need to select the correct ship method in this case either TL or LTL



**SHIP8 INC.**

Edward Maxwell  
Director of Operations  
311 International Trade Pkwy  
Port Wentworth, GA 31407

Cell (912)-247-5989

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**From:** Ping Gao <ping.gao@jlahome.com>  
**Sent:** Monday, April 21, 2025 2:16 PM  
**To:** Hawk Ma <malijun@syncsoftinc.com>; Edward Maxwell <edward.maxwell@ship8.com>  
**Cc:** Sebastian Ramirez <sebastian.ramirez@ship8.com>  
**Subject:** RE: RE: BOL INQUIRIES

Hello Edward  
That's a question to you, do you select the method base on carrier type or something else?

Best Regards  
Ping Gao  
Distribution Manager  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** [malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com) <[malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com)>  
**Sent:** Monday, April 21, 2025 11:15 AM  
**To:** ping.gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>; edward.maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>  
**Cc:** Sebastian.ramirez <[sebastian.ramirez@ship8.com](mailto:sebastian.ramirez@ship8.com)>  
**Subject:** Re: RE: BOL INQUIRIES

Hi Ping,

Will warehouse team select the correct ship method when they create the shipments? If not it does not work.

	New	Stage Bill	Assign	Delete	Packing List	BOL	MBOL			
Items:4 Page number:1/1 Paginal:50 items										
<input type="checkbox"/>	Shipment No.	BOL No.	MBOL	Status	Customer	Location	Door	Ship To	Total Ctns	Pa
<input type="checkbox"/>	<u>800131242</u>	06757168001312423	06757168001312461	Completed	DLSWHS	SD3	153	0027	55	
<input type="checkbox"/>	<u>800131243</u>	06757168001312430	06757168001312461	Completed	DLSWHS	SD3	153	0024	44	
<input type="checkbox"/>	<u>800131245</u>	06757168001312454	06757168001312461	Completed	DLSWHS	SD3	153	0021	63	
<input type="checkbox"/>	<u>800131244</u>	06757168001312447	06757168001312461	Completed	DLSWHS	SD3	153	0023	26	

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Thanks,

Hawk

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**From:** Ping Gao  
**Date:** 2025-04-21 11:10  
**To:** malijun; edward.maxwell  
**CC:** Sebastian.ramirez  
**Subject:** RE: RE: BOL INQUIRIES

Hello Hawk

I guess we need this control, how difficult to make this happen? their CB is too expensive to ignore. Thanks

Best Regards  
Ping Gao  
Distribution Manager  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** [malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com) <[malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com)>  
**Sent:** Monday, April 21, 2025 11:08 AM  
**To:** ping.gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>; edward.maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>  
**Cc:** Sebastian.ramirez <[sebastian.ramirez@ship8.com](mailto:sebastian.ramirez@ship8.com)>  
**Subject:** Re: RE: BOL INQUIRIES

Hi Ping,

We do not have this control in the system now.

---

Thanks,

Hawk

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**From:** [Ping Gao](#)  
**Date:** 2025-04-21 11:00  
**To:** [Edward Maxwell](#); [Hawk Ma](#)  
**CC:** [Sebastian Ramirez](#)  
**Subject:** RE: RE: BOL INQUIRIES

Hello Hawk

Is there a way to control in system only print the MBOL if it's TL shipment? thanks

Best Regards

Ping Gao

Distribution Manager

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** Edward Maxwell <[edward.maxwell@shp8.com](mailto:edward.maxwell@shp8.com)>  
**Sent:** Monday, April 21, 2025 10:57 AM  
**To:** Hawk Ma <[malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com)>; Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>  
**Cc:** Sebastian Ramirez <[sebastian.ramirez@shp8.com](mailto:sebastian.ramirez@shp8.com)>  
**Subject:** Re: RE: BOL INQUIRIES

Hi Ping,

I just spoke to Carrie from Dil Traffic again. She stated that the MBOL is only need for full truck load. So, when LTL this consolidated form works.

She is reviewing this case with her Director and will respond to us by the end of the week.

Thanks.



**SHIP8INC.**

Edward Maxwell

Director of Operations

311 International Trade Pkwy

Port Wentworth, GA 31407

Cell (912)-247-5989

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**From:** [malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com) <[malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com)>  
**Sent:** Monday, April 21, 2025 12:49 PM  
**To:** Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>; Edward Maxwell <[edward.maxwell@shp8.com](mailto:edward.maxwell@shp8.com)>  
**Cc:** Sebastian Ramirez <[sebastian.ramirez@shp8.com](mailto:sebastian.ramirez@shp8.com)>  
**Subject:** Re: RE: BOL INQUIRIES

Hi Ping,

What do you want our system to change? Add another MBOL file?

---

Thanks,

Hawk

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**From:** [Ping Gao](#)  
**Date:** 2025-04-21 08:56  
**To:** [Edward Maxwell](#); [Hawk Ma](#)  
**CC:** [Sebastian Ramirez](#)  
**Subject:** RE: Re: BOL INQUIRIES  
Hello Hawk

When will this change in place? we are shipping to DLS weekly. Thanks

Best Regards

Ping Gao

Distribution Manager

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>

**Sent:** Friday, April 18, 2025 10:11 AM

**To:** 'Edward Maxwell' <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>; 'Hawk Ma' <[malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com)>

**Cc:** 'Sebastian Ramirez' <[sebastian.ramirez@ship8.com](mailto:sebastian.ramirez@ship8.com)>

**Subject:** RE: Re: BOL INQUIRIES

Hello Edward and Hawk

This should only serve as reference only information. even their document said so. on top of that, the recap was not signed not sure how you could win this case, please follow up with Carrier. we need create formal MBOL and attached this as secondary document. thanks

**Please Note: This Recap is for reference only as driver MUST sign ALL attached bills of lading**

Best Regards

Ping Gao

Distribution Manager

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** Edward Maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>

**Sent:** Friday, April 18, 2025 9:52 AM

**To:** Hawk Ma <[malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com)>; Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>

**Cc:** Sebastian Ramirez <[sebastian.ramirez@ship8.com](mailto:sebastian.ramirez@ship8.com)>

**Subject:** Re: Re: BOL INQUIRIES

Adding @Ping\_Gao

Ping all of the MBOL's in EEC for DIL have this form when you go to print MBOL. Hawk is sating this is DIL format. I have even pulled older shipments from 2024 and the same form populates.



**SHIP8 INC.**

Edward Maxwell

Director of Operations

311 International Trade Pkwy

Port Wentworth, GA 31407

Cell (912)-247-5989

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**From:** [malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com) <[malijun@syncsoftinc.com](mailto:malijun@syncsoftinc.com)>

**Sent:** Friday, April 18, 2025 12:41 PM

**To:** Edward Maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>

Cc: Sebastian Ramirez <sebastian.ramirez@ship8.com>

Subject: Re: Re: BOL INQUIRIES

Hi Edward,

This is their MBOL format.

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Thanks,

Hawk

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From: [Edward Maxwell](#)

Date: 2025-04-18 08:35

To: [Hawk Ma](#)

CC: [Sebastian Ramirez](#)

Subject: Re: BOL INQUIRIES

When I download to print it is showing the supplement BOL not the master.



**SHIP8**INC.

Edward Maxwell  
Director of Operations  
311 International Trade Pkwy  
Port Wentworth, GA 31407

Cell (912)-247-5989

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From: Edward Maxwell

Sent: Friday, April 18, 2025 11:30 AM

To: Hawk Ma

Cc: Sebastian Ramirez

Subject: Fw: BOL INQUIRIES

Hi Hawk,

I am working on providing evidence to dispute a charge back. I need the MBOL for these shipments and I am not able to locate. Can you assist on the POS below.

3123355905

3123355901

3123355904

3123356005

3123356001

3123356004

3123356201

3123356204

3123356201

3123356204

3123356205



**SHIP8**INC.

Edward Maxwell  
Director of Operations  
311 International Trade Pkwy

Port Wentworth, GA 31407

Cell (912)-247-5989

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**From:** Ping Gao  
**Sent:** Thursday, April 17, 2025 2:09 PM  
**To:** Traffic Office  
**Cc:** Chiaketa Griffin; Edward Maxwell; Latoya Capers; JLAHome Distribution Group  
**Subject:** RE: BOL INQUIRIES

Hello SD3 Team  
Please provide the MBOL to Carrie, I did not know you haven't done so. thanks

Invoice/Chargeback	Date	Department	Description	Cost	Net Amount	PO Number
1241110497	2024-11-25	0989	1241110497ERTV	-3,250	-3,250	3123355905/3123355901/3123355904
1241110498	2024-11-25	0989	1241110498ERTV	-2,050	-2,050	3123356005/3123356001/3123356004
1241110500	2024-11-25	0989	1241110500ERTV	-2,800	-2,800	3123356201/3123356204/3123356205

Best Regards  
Ping Gao  
Distribution Manager  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** [carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com) <[carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com)> **On Behalf Of** Traffic Office  
**Sent:** Thursday, April 17, 2025 11:08 AM  
**To:** Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>  
**Cc:** Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>; Edward Maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>; Latoya Capers <[latoya.capers@ship8.com](mailto:latoya.capers@ship8.com)>; JLAHome Distribution Group <[distribution@jlahome.com](mailto:distribution@jlahome.com)>  
**Subject:** Re: BOL INQUIRIES

Was the master BOL sent to me? That was the last email that I saw.

On Thu, Apr 17, 2025 at 12:57 PM Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)> wrote:

Hello Carrie  
I'm following up on this request to see if you've had a chance to review our case. We would greatly appreciate your assistance in helping to reverse the chargeback.  
Thank you for your time and support.

Best Regards  
Ping Gao  
Distribution Manager  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>  
**Sent:** Tuesday, April 15, 2025 9:59 AM  
**To:** 'Traffic Office' <[traffic.office@dillards.com](mailto:traffic.office@dillards.com)>  
**Cc:** 'Chiaketa Griffin' <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>; 'Edward Maxwell' <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>; 'Latoya Capers' <[latoya.capers@ship8.com](mailto:latoya.capers@ship8.com)>; 'JLAHome Distribution Group' <[distribution@jlahome.com](mailto:distribution@jlahome.com)>  
**Subject:** RE: BOL INQUIRIES

Hi Carrie  
Yes SHIP8 is our 3<sup>rd</sup> party warehouse who handle our shipment, thank you for looking into this, and please let me know if you need anything else. thanks

Best Regards

Ping Gao  
Distribution Manager  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** [carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com) <[carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com)> **On Behalf Of** Traffic Office  
**Sent:** Tuesday, April 15, 2025 9:41 AM  
**To:** Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>  
**Cc:** Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>; Edward Maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>; Latoya Capers <[latoya.capers@ship8.com](mailto:latoya.capers@ship8.com)>; JLAHome Distribution Group <[distribution@jlahome.com](mailto:distribution@jlahome.com)>  
**Subject:** Re: BOL INQUIRIES

I already had this information that you sent to my direct email. I didn't realize it was the same company.

On Tue, Apr 15, 2025 at 11:30 AM Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)> wrote:

Hello Carrie  
Here is the chargeback we received, please advise. thanks

Invoice/Chargeback	Date	Department	Description	Cost	Net Amount	PO Number
1241110497	2024-11-25	0989	1241110497ERTV	-3,250	-3,250	3123355905/3123355901/3123355904
1241110498	2024-11-25	0989	1241110498ERTV	-2,050	-2,050	3123356005/3123356001/3123356004
1241110500	2024-11-25	0989	1241110500ERTV	-2,800	-2,800	3123356201/3123356204/3123356205

Best Regards  
Ping Gao  
Distribution Manager  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: [ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)

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**From:** Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>  
**Sent:** Tuesday, April 15, 2025 9:24 AM  
**To:** Traffic Office <[traffic.office@dillards.com](mailto:traffic.office@dillards.com)>; Edward Maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>  
**Cc:** Latoya Capers <[latoya.capers@ship8.com](mailto:latoya.capers@ship8.com)>; JLAHome Distribution Group <[distribution@jlahome.com](mailto:distribution@jlahome.com)>; Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>  
**Subject:** Re: BOL INQUIRIES

Please see attached



*Chiaketa Griffin*

Order Processing Clerk  
311 International Trade Pkwy  
Port Wentworth, GA 31407  
O: 912 373 7778 x 3807

---

**From:** [carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com) <[carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com)> on behalf of Traffic Office <[traffic.office@dillards.com](mailto:traffic.office@dillards.com)>  
**Sent:** Tuesday, April 15, 2025 8:53 AM  
**To:** Edward Maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>  
**Cc:** Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>; Latoya Capers <[latoya.capers@ship8.com](mailto:latoya.capers@ship8.com)>  
**Subject:** Re: BOL INQUIRIES

That's not a valid chargeback number. Our chargeback number start with a 125 (if charged in 2025) with a total of 10 digits.  
I did check your history and I don't see any transportation related chargebacks so it isn't related to the physical copy of the BOL.  
I would suggest you reach out to Vendor Compliance to follow up on any other chargebacks.

On Tue, Apr 15, 2025 at 7:12 AM Edward Maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)> wrote:

Thank you Chiaketa. The CB # I have for this claim is CB2402214.



## SHIP8 INC.

Edward Maxwell  
Director of Operations  
311 International Trade Pkwy  
Port Wentworth, GA 31407

Cell (912)-247-5989

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**From:** Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>  
**Sent:** Tuesday, April 15, 2025 8:09 AM  
**To:** Traffic Office <[traffic.office@dillards.com](mailto:traffic.office@dillards.com)>  
**Cc:** Edward Maxwell <[edward.maxwell@ship8.com](mailto:edward.maxwell@ship8.com)>; Latoya Capers <[latoya.capers@ship8.com](mailto:latoya.capers@ship8.com)>  
**Subject:** Re: BOL INQUIRIES

Adding Edward and LaToya



### SHIP8 INC.

*Chiaketa Griffin*

Order Processing Clerk  
311 International Trade Pkwy  
Port Wentworth, GA 31407  
O: 912 373 7778 x 3807

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**From:** [carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com) <[carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com)> on behalf of Traffic Office <[traffic.office@dillards.com](mailto:traffic.office@dillards.com)>  
**Sent:** Tuesday, April 15, 2025 7:43 AM  
**To:** Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>  
**Subject:** Re: BOL INQUIRIES

This BOL is correct. Do you have a chargeback number so I can look at one of the charges? It could be for the BOL that is being sent EDI. I only handle transportation related chargebacks but I can get you in touch with the correct team once I look at it.

The issue with Saia not getting the BOLs to Salisbury is an issue with the carrier that was addressed yesterday.

On Tue, Apr 15, 2025 at 6:12 AM Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)> wrote:

This is a copy of a BOL can you please let us know what's not correct  
Please see attached



### SHIP8 INC.

*Chiaketa Griffin*

Order Processing Clerk  
311 International Trade Pkwy  
Port Wentworth, GA 31407  
O: 912 373 7778 x 3807

---

**From:** Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>  
**Sent:** Tuesday, April 15, 2025 7:03 AM  
**To:** Traffic Office <[traffic.office@dillards.com](mailto:traffic.office@dillards.com)>  
**Subject:** Re: BOL INQUIRIES

Good morning

We have been trying to get clarification on the correct Bol form that's not being sent ,our system generates the BOL and when its a consolidated shipment it automatically generates the Bol for the shipment, I spoke with the traffic manager at Salisbury on yesterday and he said that they haven't been receiving the Bol when the shipments have been arriving so, we're trying to figure out what's the error because we are receiving charges



**SHIP8**INC.

*Chiaketa Griffin*

Order Processing Clerk  
311 International Trade Pkwy  
Port Wentworth, GA 31407  
O: 912 373 7778 x 3807

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**From:** [carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com) <[carrie.deaver@dillards.com](mailto:carrie.deaver@dillards.com)> on behalf of Traffic Office <[traffic.office@dillards.com](mailto:traffic.office@dillards.com)>

**Sent:** Monday, April 14, 2025 2:21 PM

**To:** Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)>

**Subject:** Re: BOL INQUIRIES

You don't often get email from [traffic.office@dillards.com](mailto:traffic.office@dillards.com). [Learn why this is important](#)

I am also attaching an example of the BOL for Saia into Salisbury that might help.

On Mon, Apr 14, 2025 at 1:11 PM Traffic Office <[traffic.office@dillards.com](mailto:traffic.office@dillards.com)> wrote:

You can reach me at 501-455-6430.

Thanks,  
Carrie

On Mon, Apr 14, 2025 at 1:10 PM Chiaketa Griffin <[chiaketa.griffin@ship8.com](mailto:chiaketa.griffin@ship8.com)> wrote:

Good afternoon

I'm trying to reach someone that can assist me with Dillard's Bol's for Salisbury that's being shipped with SAIA, if it is a phone number available can someone please provide one or help assist me

Thanks



**SHIP8**INC.

*Chiaketa Griffin*

Order Processing Clerk  
311 International Trade Pkwy  
Port Wentworth, GA 31407  
O: 912 373 7778 x 3807