



Laura Yee &lt;laura.yee@jlahome.com&gt;

---

**Brittany - \$652.42 Home Depot Late Ship Chargeback FW: CB2203098 Home Depot Drop Ship V#879816**

---

**Brittany Niehaus** <brittany.niehaus@jlahome.com>  
To: Ping Gao <ping.gao@jlahome.com>, Laura Yee <laura.yee@jlahome.com>  
Cc: Katy Huckaby <katy.huckaby@jlahome.com>, Sherry Curry <sherry.curry@jlahome.com>

I have confirmed with the buyer there is a 2 day turn time for all of our products. This is standard THD terms and has never changed since we started doing business.

Brittany (Houser) Niehaus

National Account Manager

JLA Home

10935 Crabapple Road

Roswell, GA 30075

O: (470)307-4013

C: (770)596-9026

---

**From:** Ping Gao [mailto:ping.gao@jlahome.com]  
**Sent:** Tuesday, December 27, 2022 2:49 PM  
**To:** Brittany Niehaus; Laura Yee  
**Cc:** Katy Huckaby; Sherry Curry  
**Subject:** RE: Brittany - \$652.42 Home Depot Late Ship Chargeback FW: CB2203098 Home Depot Drop Ship V#879816

Hi Sherry and Brittany

Please confirm 48 hours is the policy for Home Depot too. And this has also communicated with WH team. 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

---

**From:** Brittany Niehaus [mailto:brittany.niehaus@jlahome.com]  
**Sent:** Tuesday, December 27, 2022 11:47 AM  
**To:** Laura Yee  
**Cc:** Katy Huckaby; Ping Gao; Sherry Curry  
**Subject:** RE: Brittany - \$652.42 Home Depot Late Ship Chargeback FW: CB2203098 Home Depot Drop Ship V#879816

There is not much we can do if we shipped late. THD is no longer waiving late shipping fees. The COVID grace period is now over.

Brittany (Houser) Niehaus

National Account Manager

JLA Home

10935 Crabapple Road

Roswell, GA 30075

O: (470)307-4013

C: (770)596-9026

---

**From:** Laura Yee [mailto:laura.yee@jlahome.com]  
**Sent:** Tuesday, December 27, 2022 2:44 PM  
**To:** Brittany Niehaus  
**Cc:** Katy Huckaby; Ping Gao; Sherry Curry  
**Subject:** Brittany - \$652.42 Home Depot Late Ship Chargeback FW: CB2203098 Home Depot Drop Ship V#879816

Hi Brittany,

We received another CB for Home Depot Compliance-Early/Late Delivering.

These POs were ordered in Aug 2022. I will be validating this like the previous one. Thanks

Best Regards,

Laura Yee

Distribution

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 398 | Email: [laura.yee@jlahome.com](mailto:laura.yee@jlahome.com)

On Tue, Dec 20, 2022 at 12:31 PM Sherry Curry <[sherry.curry@jlahome.com](mailto:sherry.curry@jlahome.com)> wrote:

Hi Brittany,

Please send the list that can still be disputed to Savannah warehouse management to investigate.

Send to Alejandra Becerra ([alejandra.becerra@oalogistics.com](mailto:alejandra.becerra@oalogistics.com)) & Ron Capranos to research & advise.

If the situation doesn't warrant an immediate dispute from a carte blanche waiver for all shipments or a communicated delay due to hurricane, etc;

Ron C. wants his teams to research if valid or not. I believe he's refusing late charges if shipped within 5 Business Days, even if the SLA is 2 or 3 Days. Check with him.

You or Katy will need to regularly check HD's portal for non-compliance chargebacks available to dispute.

Sorry - I have to ask again. Even though past the Portal Dispute window - is there **any** chance you have a HD contact that will reverse these for you?

Best, Sherry

On Tue, Dec 20, 2022 at 11:10 AM Brittany Niehaus <[brittany.niehaus@jlahome.com](mailto:brittany.niehaus@jlahome.com)> wrote:

Hi Sherry,

I pulled the late shipment reports for the last few months. Please see the attached. It appears the only items we can still dispute are from November.... Which has 14 days left to di

Best regards,

Brittany (Houser) Niehaus

National Account Manager

JLA Home

10935 Crabapple Road

Roswell, GA 30075

O: (470)307-4013

C: (770)596-9026

---

**From:** Sherry Curry [mailto:[sherry.curry@jlahome.com](mailto:sherry.curry@jlahome.com)]

**Sent:** Monday, December 19, 2022 7:37 PM

**To:** Brittany Niehaus

**Cc:** Laura Yee; Katy Huckaby; Ping Gao

**Subject:** RE: Brittany - \$1069.01 Home Depot Late Ship Chargeback FW: CB2202837 Home Depot Drop Ship V#879816

A dispute/deny by Accounting will only be successful with agreement/approval by someone at HD, unless documented SLA supports each shipment as on time. Will the contact yc door prior to it being too long?

For future, what is too long for HD? HD sent these July shipment chargebacks to JLA the middle of November. Are you or Katy able to see these (future) in HD's portal for you to d

Thanks, Sherry

---

**From:** Brittany Niehaus [mailto:[brittany.niehaus@jlahome.com](mailto:brittany.niehaus@jlahome.com)]  
**Sent:** Monday, December 19, 2022 3:08 PM  
**To:** Sherry Curry  
**Cc:** Laura Yee; Katy Huckaby; Ping Gao  
**Subject:** Re: Brittany - \$1069.01 Home Depot Late Ship Chargeback FW: CB2202837 Home Depot Drop Ship V#879816

No it is far too long to dispute it at this point.

Brittany (Houser) Niehaus  
National Account Manager  
JLA Home  
10935 Crabapple Road  
Roswell, GA 30075  
O: (470)307-4013  
C: (770)596-9026

On Dec 19, 2022 at 5:38 PM, <Sherry Curry> wrote:

Hi Brittany,

Has HD agreed to reverse the \$1069.01? If yes, when did they say our accounting team can expect to see the deduction reversal?

HD merchants can authorize their AP to retract/reverse based on your original requests into them a few weeks ago. However, awaiting response from HD has pushed JLA Accounti

Accounting needs to know the status and Laura needs to update the results from you regarding the Chargeback Investigation.

Thanks, Sherry

**From:** Laura Yee [mailto:[laura.yee@jlahome.com](mailto:laura.yee@jlahome.com)]  
**Sent:** Monday, December 19, 2022 2:06 PM  
**To:** Sherry Curry; Brittany Niehaus  
**Cc:** Katy Huckaby; Ping Gao  
**Subject:** Re: Brittany - \$1069.01 Home Depot Late Ship Chargeback FW: CB2202837 Home Depot Drop Ship V#879816

Hello Brittany,

Is there any update for this? Thanks

Best Regards,

Laura Yee  
Distribution  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 398 | Email: [laura.yee@jlahome.com](mailto:laura.yee@jlahome.com)

On Fri, Dec 9, 2022 at 12:23 PM Sherry Curry <[sherry.curry@jlahome.com](mailto:sherry.curry@jlahome.com)> wrote:

Hi Brittany,

Same for me – I don't find anything that is Vendor Dropship. There should be another HD guide that is for Dropship.

Thanks, Sherry

---

**From:** Brittany Niehaus [mailto:[brittany.niehaus@jlahome.com](mailto:brittany.niehaus@jlahome.com)]  
**Sent:** Friday, December 9, 2022 10:20 AM  
**To:** Sherry Curry; Katy Huckaby  
**Cc:** Laura Yee  
**Subject:** RE: Brittany - \$1069.01 Home Depot Late Ship Chargeback FW: CB2202837 Home Depot Drop Ship V#879816

Hi Sherry,

I'm waiting to hear back from Home Depot regarding my inquiry. In the meantime, I'm filling out an agreement to reclassify the bath goods on their site. There was a mention of reference guide. I've attached it here. I'm still having trouble finding the answer in it though. Hoping I hear back from Home Depot soon.

Thanks!

Brittany (Houser) Niehaus  
National Account Manager  
JLA Home  
[10935 Crabapple Road](#)  
[Roswell, GA 30075](#)  
O: (470)307-4013  
C: (770)596-9026

**From:** Sherry Curry [mailto:[sherry.curry@jlahome.com](mailto:sherry.curry@jlahome.com)]  
**Sent:** Thursday, December 8, 2022 11:11 AM  
**To:** Katy Huckaby  
**Cc:** Laura Yee; Brittany Niehaus  
**Subject:** Re: Brittany - \$1069.01 Home Depot Late Ship Chargeback FW: CB2202837 Home Depot Drop Ship V#879816

Hi Katy,

November 18, 2022 is the date Accounting began the official need for Chargeback Investigation to hopefully dispute.

The \$ deductions, PO details for the Charges would have been received from Home Depot a few days prior in an Invoice payment. It takes time to process & sort through the payer

Thanks, Sherry

On Thu, Dec 8, 2022 at 7:30 AM Katy Huckaby <[katy.huckaby@jlahome.com](mailto:katy.huckaby@jlahome.com)> wrote:

Hi, what date were these July chargebacks received? Like what date did you receive the notification that chargebacks were issued?

Katy Huckaby (please take note of my name and email change).

[katy.huckaby@jlahome.com](mailto:katy.huckaby@jlahome.com)

Account Manager

E & E Co. LTD, dba JLA Home

[10935 Crabapple Road](#)

[Roswell, GA 30075](#)

C: 256-343-8817

**From:** Laura Yee [mailto:[laura.yee@jlahome.com](mailto:laura.yee@jlahome.com)]  
**Sent:** Wednesday, December 07, 2022 5:00 PM  
**To:** Sherry Curry  
**Cc:** Brittany Niehaus; [katy.huckaby@jlahome.com](mailto:katy.huckaby@jlahome.com)  
**Subject:** Re: Brittany - \$1069.01 Home Depot Late Ship Chargeback FW: CB2202837 Home Depot Drop Ship V#879816

Hi Sherry,

So far, no other Home Depot CB's as of yet. Thanks

Best Regards,

Laura Yee

Distribution

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 398 | Email: [laura.yee@jlahome.com](mailto:laura.yee@jlahome.com)

On Wed, Dec 7, 2022 at 12:43 PM Sherry Curry <[sherry.curry@jlahome.com](mailto:sherry.curry@jlahome.com)> wrote:

Hi Brittany,

There may be more coming, however so far the \$1,069.01 is an actual booked Chargeback from Home Depot for the POs on the attached Chargeback List.

They happen to be July Orders/Shipments. This hopefully is all they will charge for the month of July shipments – presuming they are accruing by month? August, Septem

The one PO I showed in the body of the email was an example from Home Depot's List.

Hi Laura,

Have you seen any other CB's for Home Depot Drop Ship?

Thanks, Sherry

---

**From:** Brittany Niehaus [mailto:[brittany.niehaus@jlahome.com](mailto:brittany.niehaus@jlahome.com)]

**Sent:** Wednesday, December 7, 2022 12:33 PM

**To:** Sherry Curry

**Cc:** Laura Yee; [katy.huckaby@jlahome.com](mailto:katy.huckaby@jlahome.com)

**Subject:** RE: Brittany - \$1069.01 Home Depot Late Ship Chargeback FW: CB2202837 Home Depot Drop Ship V#879816

Hi Sherry,

Did we only have this issue in July or are you just sending July as an example? I'd like to understand the full scope.

Thanks!

Brittany (Houser) Niehaus

National Account Manager

JLA Home

10935 Crabapple Road

Roswell, GA 30075

O: (470)307-4013

C: (770)596-9026

---

**From:** Sherry Curry [mailto:[sherry.curry@jlahome.com](mailto:sherry.curry@jlahome.com)]

**Sent:** Friday, December 2, 2022 8:19 PM

**To:** Brittany Niehaus

**Cc:** Laura Yee

**Subject:** Brittany - \$1069.01 Home Depot Late Ship Chargeback FW: CB2202837 Home Depot Drop Ship V#879816

Hi Brittany,

We need your help and Home Depot Dropship expertise. We received a \$1,069.01 Chargeback for 1 – 2 Days Early / Late Deliveries for over 200 July 2022 shipments.

List of Late shipments attached. Too many to manually look up each, however random review found the Closed Date in Column H matching our ASN Ship Confirmation Ship

As example – the last PO on the list (Line 219) did ship Late on 7/10/22 IF we have an absolute 3 Business Day Ship Window. Carrier 1<sup>st</sup> Scan & Delivery Date for this PO is :

E&E SO No.	Customer PO No.	Location	Tracking No.	Tracking Barcode	Order Date	Expected Ship Date		Shipped Date
64286207	<b>83568916</b>	SD2	1Z1X780R0395408172	1Z1X780R0395408172	<b>07/06/2022</b>	<b>07/08/2022</b>		<b>07/10/2022 18:46:39</b>

- Do we have an agreement with Home Depot that they will exempt and waive late shipments? Last I recall is Ron C. will not accept any Late Ship fees if shipped within
- Some dates appear to count Saturday & Sunday, not just Business Days. What is our Processing and Ship Window with Home Depot is it 3 Business Days or longer?
- If only 3 Days – do we need a longer window such as 5 Business Days?

Thanks, Sherry

**From:** Laura Yee [mailto:laura.yee@jlahome.com]  
**Sent:** Friday, December 2, 2022 4:02 PM  
**To:** Sherry Curry  
**Subject:** CB2202837 Home Depot Drop Ship V#879816

Best Regards,

Laura Yee

Distribution

E&E Co Ltd DBA JLA Home  
 Tel: 510-490-9788 x 398 | Email: laura.yee@jlahome.com