

## Janis Auyang

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**From:** schelp <schelp-sm@jcp.com>  
**Sent:** Monday, September 30, 2024 12:22 PM  
**To:** Sheila Therrian; Drop Ship Support  
**Cc:** Coleman, Keith; Kennedy, Amanda; Fandino, Amber F; SC Support  
**Subject:** Re: update - E&E Closure - Hurricane Helene

Hello Sheila,

Our thoughts and prayers are with those effected as well. An exception has been entered through 10/4 covering the reset of this week.

**Nieves**  
**Supplier Performance**  
[SCHELP-sm@jcp.com](mailto:SCHELP-sm@jcp.com)

**JCPenney**

**\*Please see bulletin reminder on Supplier compliance offset dispute timeline\***

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**From:** Sheila Therrian <sheila.therrian@jlahome.com>  
**Sent:** Monday, September 30, 2024 1:59 PM  
**To:** schelp <schelp-sm@jcp.com>; Drop Ship Support <DSSupport@aafes.com>  
**Cc:** Coleman, Keith <kcole2@jcp.com>; Kennedy, Amanda <akenne54@jcp.com>; Fandino, Amber F <afrye8@jcp.com>; SC Support <SCSUPPORT-sm@jcp.com>  
**Subject:** update - E&E Closure - Hurricane Helene

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JCP Team,

In my initial email I asked for a compliance waiver on orders from 9/26-10/1 but this is a very fluid situation and there may be another update to this window. We are now asking for compliance waivers applied at least through 10/2. Our warehouses are still without power and hope to return the evening of Wednesday 10/2 once power is back and if it is safe to do so.

- Hurricane Helene has been an historic event, becoming the most destructive hurricane to hit the state of Georgia, damaging infrastructure across the state. Our thoughts and prayers go out to all who are effected and navigating through the coming days. Many stores are closed and some gas stations are running out of gas. Schools and day cares are still closed and there is still a huge

amount of clean up required on the roadways in the areas that were hit the hardest. Thousands of homes have been without electricity going on 5 days, which is causing a hardship especially with temperatures in the high 80's.

- GA Power has estimated a restoration time of October 01, at 10:00 PM for the Port Wentworth area, where our two DC's are located.
- Provided the roadways are clear and it is safe for employees to drive to work we are expecting to start warehouse operations for inbound receiving and outbound order processing by Wednesday late morning or early afternoon on October 02, 2024.

Our top priority is to get your orders processed and shipped and we will do everything possible to get caught up. There will certainly be some delays in transit for outbound orders going through the Carolina's and surrounding states that had devastating floods and many road closures.

In my initial email I asked for a compliance waiver on orders from 9/26-10/1 but this is a very fluid situation and there may be another update to this window. We are now asking for compliance waivers applied at least through 10/2.

We appreciate your partnership during this difficult time.

Thank you,

Sheila Therrian  
VP Sales  
JLA Home  
5068 W. Plano Parkway #122  
Plano, TX 75093

214-893-3324

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**From:** schelp <[schelp-sm@jcp.com](mailto:schelp-sm@jcp.com)>  
**Sent:** Monday, September 30, 2024 6:34 AM  
**To:** Sheila Therrian <[sheila.therrian@jlahome.com](mailto:sheila.therrian@jlahome.com)>; Drop Ship Support <[DSSupport@aafes.com](mailto:DSSupport@aafes.com)>  
**Cc:** Coleman, Keith <[kcole2@jcp.com](mailto:kcole2@jcp.com)>; Kennedy, Amanda <[akenne54@jcp.com](mailto:akenne54@jcp.com)>; Fandino, Amber F <[afrye8@jcp.com](mailto:afrye8@jcp.com)>; SC Support <[SCSUPPORT-sm@jcp.com](mailto:SCSUPPORT-sm@jcp.com)>  
**Subject:** Re: E&E Closure - Hurricane Helene

Good morning,

Noted for supplier 123182.

**Nieves**  
**Supplier Performance**  
[SCHELP-sm@jcp.com](mailto:SCHELP-sm@jcp.com)

**JCPenney**

**\*Please see bulletin reminder on Supplier compliance offset dispute timeline\***

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**From:** Sheila Therrian <[sheila.therrian@jlahome.com](mailto:sheila.therrian@jlahome.com)>

**Sent:** Friday, September 27, 2024 9:12 PM

**To:** schelp <[schelp-sm@jcp.com](mailto:schelp-sm@jcp.com)>; Drop Ship Support <[DSSupport@aafes.com](mailto:DSSupport@aafes.com)>

**Cc:** Coleman, Keith <[kcole2@jcp.com](mailto:kcole2@jcp.com)>; Kennedy, Amanda <[akenne54@jcp.com](mailto:akenne54@jcp.com)>; Fandino, Amber F <[afrye8@jcp.com](mailto:afrye8@jcp.com)>; SC Support <[SCSUPPORT-sm@jcp.com](mailto:SCSUPPORT-sm@jcp.com)>

**Subject:** E&E Closure - Hurricane Helene

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JCP Team,

Due to Hurricane Helene our Savannah, GA area warehouses were closed Thursday 9/26 through Fri 9/27 as they were experiencing road closures and power outages. They plan to reopen Monday morning, 9/30.

We appreciate your partnership in applying waivers for late orders received 9/26 through Tuesday 10/1.

Thank you,

Sheila Therrian

VP Sales

JLA Home

5068 W. Plano Parkway #122

Plano, TX 75093

214-893-3324