
MST Request Ticket MST00874042 for Drop Ship Fulfillment\EVD

From Target ServiceNow <targetprod@service-now.com>

Date Tue 11/26/2024 11:54 AM

To Olga Alicea <olga.alicea@ship8.com>



MST Support Request for Drop Ship Fulfillment\EVD.

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Hello Olga,

Thank you for submitting your request. If you have any questions on this ticket, please reply to this e-mail.

Additional MST Ticket Details

Short Description: During the week of 11/17 to 11/23, UPS did not complete its CAP on several occasions, causing certain orders to be shipped late. Additionally, on dates like 11/

Issue Details: Theme: Drop Ship DVS - Vendor Compliance Dispute

BP Name: E & E Linen Company Ltd

BP ID: 5631

Username: Olga Alicea

BAA_ID: BAD58498

Email: olga.alicea@ship8.com

Phone number: 17877026453

Chargeback Number: Week Ending 11-23-24

Issue: During the week of 11/17 to 11/23, UPS did not complete its CAP on several occasions, causing certain orders to be shipped late. Additionally, on dates like 11/18, 11/19, and 11/20, we have orders that were completed on the same day as the scheduled ship date, the ASN was also sent, but they still appear as late. In other orders, they were shipped a day earlier, but I understand that we can now send them a day in advance.

Thank you.

Merchandising Support

Ref:MSG130989903

