

**Re: TGT DVS Late Orders - OTS 8 Weeks**

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**From** Lauren Gezzer <lauren.gezzer@jlahome.com>

**Date** Mon 1/27/2025 1:31 PM

**To** Olga Alicea <olga.alicea@ship8.com>; Larry Show <larry.show@ship8.com>; rachel.cooper@jlahome.com <rachel.cooper@jlahome.com>; Gil Strawn <gil.strawn@ship8.com>

**Cc** Alejandra Becerra <alejandra.becerra@ship8.com>; Edward Maxwell <edward.maxwell@ship8.com>; Kathy Ramirez <kathy.ramirez@ship8.com>; Whitney Ellis <whitney.ellis@ship8.com>

Thanks Olga! Tony is investigating and will get back to us.

Thanks,

Lauren Gezzer

Ecommerce Account Manager | JLA Home | M: 412.513.8604

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**From:** Olga Alicea <olga.alicea@ship8.com>

**Sent:** Monday, January 27, 2025 12:56 PM

**To:** Lauren Gezzer <lauren.gezzer@jlahome.com>; Larry Show <larry.show@ship8.com>; rachel.cooper@jlahome.com <rachel.cooper@jlahome.com>; Gil Strawn <gil.strawn@ship8.com>

**Cc:** Alejandra Becerra <alejandra.becerra@ship8.com>; Edward Maxwell <edward.maxwell@ship8.com>; Kathy Ramirez <kathy.ramirez@ship8.com>; Whitney Ellis <whitney.ellis@ship8.com>

**Subject:** Re: TGT DVS Late Orders - OTS 8 Weeks

Hi Lauren,

On the Target portal, I select the "On Time Ship" option in the DVS Ecommerce Vendor Dashboard. However, last week, Kathy Ramirez received an email from Corporate inquiring about a chargeback from November. When she forwarded me the list they sent her, all of them showed "NULL" as well. I've attached the report I received from her.

Thank you,

Olga Alicea

Order Processing Supervisor

550 Northport Parkway

Port Wentworth, GA 31407

O: 912.373.7778 x 3720

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**From:** Lauren Gezzer <lauren.gezzer@jlahome.com>

**Sent:** Monday, January 27, 2025 12:35 PM

**To:** Larry Show <larry.show@ship8.com>; Olga Alicea <olga.alicea@ship8.com>; rachel.cooper@jlahome.com <rachel.cooper@jlahome.com>; Gil Strawn <gil.strawn@ship8.com>

**Cc:** Alejandra Becerra <alejandra.becerra@ship8.com>; Edward Maxwell <edward.maxwell@ship8.com>; Kathy Ramirez <kathy.ramirez@ship8.com>; Whitney Ellis <whitney.ellis@ship8.com>

**Subject:** Re: TGT DVS Late Orders - OTS 8 Weeks

Hi Olga,

Tony requested a screenshot of the card where you are pulling this information from.

Thanks,

Lauren Gezzer

Ecommerce Account Manager | JLA Home | M: 412.513.8604

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**From:** Larry Show <larry.show@ship8.com>

**Sent:** Monday, January 27, 2025 12:02 PM

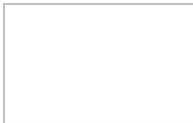
**To:** Olga Alicea <olga.alicea@ship8.com>; rachel.cooper@jlahome.com <rachel.cooper@jlahome.com>; lauren.gezzer@jlahome.com <lauren.gezzer@jlahome.com>; Gil Strawn <gil.strawn@ship8.com>

**Cc:** Alejandra Becerra <alejandra.becerra@ship8.com>; Edward Maxwell <edward.maxwell@ship8.com>; Kathy Ramirez <kathy.ramirez@ship8.com>; Whitney Ellis <whitney.ellis@ship8.com>

**Subject:** Re: TGT DVS Late Orders - OTS 8 Weeks

+ [@Gil Strawn](#)

Thank you,



LJ Show

Director of Operations

550 Northport Pkwy

Port Wentworth, GA 31407

**O:** 912.373.7778 x 3745 **C:** 334.414.1420

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**From:** Olga Alicea <olga.alicea@ship8.com>

**Sent:** Monday, January 27, 2025 9:00 AM

**To:** rachel.cooper@jlahome.com <rachel.cooper@jlahome.com>; lauren.gezzer@jlahome.com <lauren.gezzer@jlahome.com>

**Cc:** Alejandra Becerra <alejandra.becerra@ship8.com>; Larry Show <larry.show@ship8.com>; Edward Maxwell <edward.maxwell@ship8.com>; Kathy Ramirez <kathy.ramirez@ship8.com>; Whitney Ellis <whitney.ellis@ship8.com>

**Subject:** TGT DVS Late Orders - OTS 8 Weeks

Good morning,

During these days, I received an email from Kathy Ramirez asking me about some chargebacks from November. When I opened the document she sent, I noticed that all the orders she is asking about show the OTS Status as **NULL**, which concerns me for several reasons.

First, when I process chargeback disputes and open the OTS 8 Weeks Report, I filter it by the status of the orders and only work on those marked as **Late** or **Early**. I have never worked on those labeled as **NULL**.

About a month ago, I sent an email raising the same concern because most of the orders appearing on the report had this status. I was told it might be an error and to try again later.

I am not sure what the problem is, but for the week ending on 1/11/25, the same issue persists. My concern is that if I only dispute the **Late** or **Early** orders, it means that the ones marked as **NULL** will never be claimed because, for reporting purposes, those shouldn't be charging us the chargeback.

Let me know how we should proceed or if additional steps are required to address this issue.

<b>Row Labels</b>	<b>Count of OTS STATUS</b>
CANCELLED	2
LATE	503
null	2698
ON TIME	6534
1/9/2025	1
<b>Grand Total</b>	<b>9738</b>

Best regards,

Olga Alicea  
Order Processing Supervisor  
550 Northport Parkway  
Port Wentworth, GA 31407

O: 912.373.7778 x 3720