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**RE: ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC**

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**From** Rachel Cooper <rachel.cooper@jlahome.com>

**Date** Thu 12/5/2024 11:30 AM

**To** Larry Show <larry.show@ship8.com>; Ron Capranos <ron.capranos@ship8.com>

**Cc** Olga Alicea <olga.alicea@ship8.com>; Larry Shapow <larry.shapow@jlahome.com>; Lauren Gezzer <lauren.gezzer@jlahome.com>; Nicole Longo <Nicole.longo@jlahome.com>; sav.target@jlahome.com <sav.target@jlahome.com>

Thank you for the update.

Thanks,

Rachel Cooper  
Vice President Sales  
612/819-5395  
JLA Home  
45875 Northport Loop East  
Fremont, CA 94538

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

**Sent:** Thursday, December 5, 2024 10:28 AM

**To:** Rachel Cooper <rachel.cooper@jlahome.com>; Ron Capranos <ron.capranos@ship8.com>

**Cc:** Olga Alicea <olga.alicea@ship8.com>; Larry Shapow <larry.shapow@jlahome.com>; Lauren Gezzer <lauren.gezzer@jlahome.com>; Nicole Longo <Nicole.longo@jlahome.com>; sav.target@jlahome.com

**Subject:** Re: ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC

At 550 we have 4 FedEx trailers waiting for pick up. We are currently loading 3 UPS, 3 FedEx, and 2 USPS.

We have 1 empty FedEx and 3 UPS.

FedEx is still running behind.

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:** Larry Show <larry.show@ship8.com>  
**Sent:** Thursday, December 5, 2024 10:45 AM  
**To:** Rachel Cooper <rachel.cooper@jlahome.com>; Ron Capranos <ron.capranos@ship8.com>  
**Cc:** Olga Alicea <olga.alicea@ship8.com>; Larry Shapow <larry.shapow@jlahome.com>; Lauren Gezzer <lauren.gezzer@jlahome.com>; Nicole Longo <Nicole.longo@jlahome.com>; sav.target@jlahome.com <sav.target@jlahome.com>  
**Subject:** Re: ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC

Good Morning Rachel,

Give me a few minutes and I will get an update back to you.

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:** Rachel Cooper <rachel.cooper@jlahome.com>  
**Sent:** Thursday, December 5, 2024 10:43 AM  
**To:** Ron Capranos <ron.capranos@ship8.com>  
**Cc:** Olga Alicea <olga.alicea@ship8.com>; Larry Shapow <Larry.Shapow@jlahome.com>; Lauren Gezzer <lauren.gezzer@jlahome.com>; Nicole Longo <nicole.longo@jlahome.com>; sav.target@jlahome.com <sav.target@jlahome.com>  
**Subject:** RE: ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC

Hi Ron-has there been any relief in the trailer situation in SAV?  
Are we getting the equipment we need from UPS and Fed Ex now?

Thanks,

Rachel Cooper  
Vice President Sales  
612/819-5395  
JLA Home  
45875 Northport Loop East  
Fremont, CA 94538

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**From:** Ron Capranos <ron.capranos@ship8.com>  
**Sent:** Wednesday, December 4, 2024 10:28 AM  
**To:** Rachel Cooper <Rachel.Cooper@jlahome.com>  
**Cc:** Olga Alicea <olga.alicea@ship8.com>; Larry Shapow <Larry.Shapow@jlahome.com>; Lauren Gezzer <lauren.gezzer@jlahome.com>; Nicole Longo <nicole.longo@jlahome.com>; sav.target@jlahome.com  
**Subject:** Re: ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC

Ok just wanted to make sure you were aware. Yes we are keeping emails and communication regarding these issues for future reference.

Ron

On Dec 4, 2024, at 10:42 AM, Rachel Cooper <[Rachel.Cooper@jlahome.com](mailto:Rachel.Cooper@jlahome.com)> wrote:

Hi Ron-yes, we are/were aware of both the label and trailer issues and made all of our customers aware as well.

The point of my email below was to make sure we are keeping ALL trails and documentation for Target (and should for other Customers too) so that we may dispute any charges for "late shipping" when the issues at hand were not our fault. The Target systems automatically calculate and issue chargebacks (for both late and early shipments), so we need to carefully monitor the DVS/Ecomm Dashboard in the POL system and fight the charges with all of our back up regarding these issues.

Thanks,

Rachel Cooper  
Vice President Sales  
612/819-5395  
JLA Home  
45875 Northport Loop East  
Fremont, CA 94538

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**From:** Ron Capranos <[ron.capranos@ship8.com](mailto:ron.capranos@ship8.com)>  
**Sent:** Wednesday, December 4, 2024 9:33 AM  
**To:** Rachel Cooper <[Rachel.Cooper@jlahome.com](mailto:Rachel.Cooper@jlahome.com)>  
**Cc:** Olga Alicea <[olga.alicea@ship8.com](mailto:olga.alicea@ship8.com)>; Larry Shapow <[Larry.Shapow@jlahome.com](mailto:Larry.Shapow@jlahome.com)>; Lauren Gezzer <[lauren.gezzer@jlahome.com](mailto:lauren.gezzer@jlahome.com)>; Nicole Longo <[nicole.longo@jlahome.com](mailto:nicole.longo@jlahome.com)>; [sav.target@jlahome.com](mailto:sav.target@jlahome.com)  
**Subject:** Re: ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC

Rachel were you aware of the issue that Fedex had with their entire system and shippers were not able to get the data to print FedEx labels? This, in addition to them not having enough equipment was part of the issue. I'm pretty certain they should be letting Target know this directly that they had this meltdown with their system this week. This information was communicated to the Fremont team, and they were asked disseminate to the appropriate sales contacts and customers.  
Ron

On Dec 4, 2024, at 8:26 AM, Rachel Cooper <[Rachel.Cooper@jlahome.com](mailto:Rachel.Cooper@jlahome.com)> wrote:

Hi Olga-if we didn't meet/exceed the CAP, and this is a Carrier issue, do we have supporting documentation for that? My concern is the large number of orders could hit the threshold for financial penalty from Target on late shipments.

Thanks,

Rachel Cooper  
Vice President Sales  
612/819-5395  
JLA Home  
45875 Northport Loop East  
Fremont, CA 94538

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**From:** Olga Alicea <[olga.alicea@ship8.com](mailto:olga.alicea@ship8.com)>  
**Sent:** Wednesday, December 4, 2024 7:24 AM  
**To:** [lauren.gezzer@jlahome.com](mailto:lauren.gezzer@jlahome.com); Louis Little <[louis.little@ship8.com](mailto:louis.little@ship8.com)>;  
[Nicole.longo@jlahome.com](mailto:Nicole.longo@jlahome.com); [rachel.cooper@jlahome.com](mailto:rachel.cooper@jlahome.com); Pat Neigg  
<[pat.neigg@ship8.com](mailto:pat.neigg@ship8.com)>; Alex Gonzalez <[alex.gonzalez@ship8.com](mailto:alex.gonzalez@ship8.com)>;  
[sav.target@jlahome.com](mailto:sav.target@jlahome.com); [lisa.petros@jlahome.com](mailto:lisa.petros@jlahome.com); [tony.ho@target.com](mailto:tony.ho@target.com)  
<[svhkw001@target.com](mailto:svhkw001@target.com)>  
**Cc:** [BOS.Dropship@target.com](mailto:BOS.Dropship@target.com); [tony.ho@target.com](mailto:tony.ho@target.com)  
**Subject:** Re: ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC

Good morning,

Carriers did not meet the CAP yesterday; the situation has already been addressed. The orders should be closed by the end of the day today.

<b>Row Labels</b>	<b>Count of Notes</b>
<b>SD2</b>	<b>1075</b>
To Be Picked	5
Loaded	5
Trailer Completed/Awaiting Carrier Pickup	908
Shipped	157
<b>SD3</b>	<b>3</b>
Trailer Completed/Awaiting Carrier Pickup	3
<b>WDC</b>	<b>10</b>
To Be Picked	5
To Be Loaded	1
Shipped	4
<b>Grand Total</b>	<b>1088</b>

Thank you,

<Outlook-kq0i2lsi.png>  
Olga Alicea  
Order Processing Supervisor  
550 Northport Parkway  
Port Wentworth, GA 31407

O: 912.373.7778 x 3720

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**From:** 'tony.ho@target.com' via SAV Target <sav.target@jlahome.com>  
**Sent:** Wednesday, December 4, 2024 8:10 AM  
**To:** lauren.gezzer@jlahome.com <lauren.gezzer@jlahome.com>; Louis Little <louis.little@ship8.com>; Nicole.longo@jlahome.com <Nicole.longo@jlahome.com>; rachel.cooper@jlahome.com <rachel.cooper@jlahome.com>; Pat Neigg <pat.neigg@ship8.com>; Alex Gonzalez <alex.gonzalez@ship8.com>; sav.target@jlahome.com <sav.target@jlahome.com>; lisa.petros@jlahome.com <lisa.petros@jlahome.com>  
**Cc:** BOS.Dropship@target.com <BOS.Dropship@target.com>; tony.ho@target.com <tony.ho@target.com>  
**Subject:** ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC

Hello JLA HOME INC,

JLA HOME INC has 1,124 late units today. Please provide the status of these orders and reason for delay ASAP so that we can take appropriate action to resolve this situation.

These orders must be resolved today, prioritizing those with the earliest ship date and expedited orders accordingly. Orders that are 3+ days past due are subject to cancellation.

**Breakdown by ship speed:**

Ship Speed	Total Late Units	Total Open Units
Standard	928	3,909
FedexHome	23	135
SurePost	173	945
<b>Grand Total</b>	<b>1,124</b>	<b>4,989</b>

Action Required by 3 PM CT Today

1. Confirm receipt of any unacknowledged orders and request re-send if not received, see column N to validate if order has been acknowledged. Confirm receipt of future open orders and ability to ship those on time.
2. Confirm that late orders can ship today. If not, send 855 IR to cancel.
3. Confirm that ASNs were sent for any shipped orders and send tracking.
4. Acknowledge any cancellation requests by sending 865.
5. You can review your Open Orders, On-Time Ship Accuracy and Ship Compliance data by accessing the [DVS Vendor Dashboard](#), also known as EVD, found within [Partners Online](#).
6. Failure to respond to this email by 3pm indicating an overall update on why orders are not shipping on time may lead to temporary site suppression of your items.

Thank you,

DVS Operations - Target HQ

To unsubscribe from this group and stop receiving emails from it, send an email to [sav.target+unsubscribe@jlahome.com](mailto:sav.target+unsubscribe@jlahome.com).

<ALERT - Target DVS Late Orders - Action Needed - JLA HOME INC 12-4.xlsx>

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