

RE: DILLARDS BOL CHANGE REQUEST

From Ping Gao <ping.gao@jlahome.com>

Date Mon 12/30/2024 1:20 PM

To Edward Maxwell <edward.maxwell@ship8.com>; Hawk Ma <malijun@syncsoftinc.com>; Chiaketa Griffin <chiaketa.griffin@ship8.com>

Cc Latoya Capers <latoya.capers@ship8.com>; Olivia Germany <olivia.germany@ship8.com>; Saneka Gamble <saneka.gamble@ship8.com>

Correction !

for DC 021, DLS is using 021 as DC number which link with individual store, however the same address also use for consolidation point 031, so when you create the BOL you need select 031 as consolidation, not 021 even they have the same address. 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: Ping Gao <ping.gao@jlahome.com>

Sent: Monday, December 30, 2024 10:17 AM

To: 'Edward Maxwell' <edward.maxwell@ship8.com>; 'Hawk Ma' <malijun@syncsoftinc.com>; 'Chiaketa Griffin' <chiaketa.griffin@ship8.com>

Cc: 'Latoya Capers' <latoya.capers@ship8.com>; 'Olivia Germany' <olivia.germany@shjp8.com>; 'Saneka Gamble' <saneka.gamble@shjp8.com>

Subject: RE: DILLARDS BOL CHANGE REQUEST

hello Edward and Hawk

Frist we should delete DC 021 in system and only keep DC 031, however here is what we don't have, page 2 I believe this is what the issue is. please advise. thanks

SUPPLEMENT TO THE BILL OF LADING						Page <u>02</u>
Bill of Lading Number: <u>XXXXXXXXXXXXXXXXXX</u>						
CUSTOMER ORDER INFORMATION						
CUSTOMER ORDER NUMBER	# PKGS	WEIGHT	CUBIC FEET	PALLET/SLIP (CIRCLE ONE)		ADDITIONAL SHIPPER INFO
XXXXXXXXXX	XX	XXX	XXX	Y	N	DC0021
XXXXXXXXXX	XX	XXX	XXX	Y	N	DC0022
XXXXXXXXXX	XX	XXX	XXX	Y	N	DC0023
XXXXXXXXXX	XX	XXX	XXX	Y	N	DC0024
XXXXXXXXXX	XX	XXX	XXX	Y	N	DC0027
XXXXXXXXXX	XX	XXX	XXX	Y	N	DC0029
				Y	N	
				Y	N	
				Y	N	
				Y	N	
				Y	N	
				Y	N	
				Y	N	
				Y	N	

Best Regards

Ping Gao

Distribution Manager

E&E Co Ltd DBA JLA Home

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From: Edward Maxwell <edward.maxwell@ship8.com>

Sent: Monday, December 30, 2024 9:34 AM

To: Ping Gao <ping.gao@jlahome.com>; Hawk Ma <malijun@syncsoftinc.com>; Chiaketa Griffin <chiaketa.griffin@ship8.com>

Cc: Latoya Capers <latoya.capers@ship8.com>; Olivia Germany <olivia.germany@ship8.com>; Saneka Gamble <saneka.gamble@ship8.com>

Subject: Re: DILLARDS BOL CHANGE REQUEST

Hi Ping,

See attached BOL. Also attached is the BOL example that was provided from Dillard's. This example is when shipping only with SAIA to their consolidation point in NC. Apparently they made the change effective DEC 1 2023.

Corporate Logistics Routing Guide Change Summary

Effective May 1, 2024

Urgent - Trailer Seal Requirement

Section 1 Shipping Information & Requirements

- We are requiring all full truckload trailers to be sealed with a bolt seal effective July 1, 2024. Plastic or non-barrier seals are no longer acceptable for Dillard's trailers, they do not offer enough protection against cargo theft. Noncompliance can result in a chargeback of minimum \$1,000 up to the value of the freight in the trailer.

Effective March 1, 2024

Section 1 Shipping Information & Requirements

- Pallets should be stacked between 6 and 7 feet tall but not to exceed 8 feet.

Effective December 1, 2023

Section 1 Shipping Information & Requirements

- Added under the bill of lading requirements that the carrier name on the bill of lading must read exactly as it's listed on the Routing Instructions under the carrier.

Section 5 Dillard's Consolidators

- Contact information updated for Performance Team.
- The bill of lading option to create an individual bill of lading for each ship to location with a master bill of lading was removed when shipping to the Dillard's Consolidation Center in Salisbury, NC via Saia.



SHIP8INC.

Edward Maxwell
Director of Operations
311 International Trade Pkwy
Port Wentworth, GA 31407

Cell (912)-247-5989

From: Ping Gao <ping.gao@jlahome.com>

Sent: Monday, December 30, 2024 11:34 AM

To: Hawk Ma <malijun@syncsoftinc.com>; Chiaketa Griffin <chiaketa.griffin@ship8.com>

Cc: Edward Maxwell <edward.maxwell@ship8.com>; Latoya Capers <latoya.capers@ship8.com>; Olivia Germany <olivia.germany@ship8.com>; Saneka Gamble <saneka.gamble@ship8.com>

Subject: RE: DILLARDS BOL CHANGE REQUEST

hello Chiaketa

could you send me the correct BOL? also please send me what you created in EEC. I want to take a look what's wrong.

thanks

Best Regards

Ping Gao

Distribution Manager

E&E Co Ltd DBA JLA Home

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From: malijun@syncsoftinc.com <malijun@syncsoftinc.com>

Sent: Monday, December 30, 2024 8:10 AM

To: Chiaketa Griffin <chiaketa.griffin@ship8.com>; ping.gao <ping.gao@jlahome.com>

Cc: edward.maxwell <edward.maxwell@ship8.com>; latoya.capers <latoya.capers@ship8.com>; Olivia Germany <olivia.germany@ship8.com>; Saneka Gamble <saneka.gamble@ship8.com>

Subject: Re: DILLARDS BOL CHANGE REQUEST

Hi Ping,
Please help to check it.

Thanks,
Hawk

From: [Chiaketa Griffin](#)
Date: 2024-12-30 06:41
To: [Hawk Ma](#)
CC: [Edward Maxwell](#); [Latoya Capers](#); [Olivia Germany](#); [Saneka Gamble](#)
Subject: DILLARDS BOL CHANGE REQUEST
Good morning

I am checking to see if there is a way we can make some changes to the way Dillard's BOL is being printed out of EEC, we print what is in the system which is the consolidated BOL Recap form but they no longer use it for LTL shipments, due to Dillard's changes we have been receiving chargebacks, specifically for Salisbury with the carrier Saia, they only want one consolidated BOL with no underlying BOL's when doing a MBOL, but our issue is when we print out the BOL the correct destination is not on the BOL itself, it's on that Consolidated BOL Recap, is there a way we can get the LTL shipments on a MBOL like the example attached that has the correct destination when it's a consolidated shipment? And the second attachment is an example of how it's being printed out which they're saying is incorrect. I added our shipping department to help me better explain what is needed so this has to be done manually, and we can prevent further chargebacks, Thanks in advance for your assistance

The wrong documentation was given to the carrier that caused the misdelivery. The Consolidated BOL recap is only used for full truck loads. We no longer allow a master BOL and underlying BOLs. This changed in December of 2023. See below from the Routing Guide.

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