



Laura Yee <laura.yee@jlahome.com>

Re: 5921517 [EXTERNAL] Re: ACTION: MVendor #60007024 Late Open Order Resolution Needed

Support <hd.com_dropship@homedepot.com>

Fri, Jan 24, 2025 at 8:04 AM

Reply-To: Support <hd.com_dropship@homedepot.com>

To: Lauren Gezzer <lauren.gezzer@jlahome.com>

Cc: WEE ONG <eecedi@jlahome.com>, BRITTANY NIEHAUS <brittany.niehaus@jlahome.com>, PING GAO <ping.gao@jlahome.com>, sc_edw_integration_5 <sc_edw_integration_5@homedepot.com>, Laura Yee <laura.yee@jlahome.com>, Annie Chen <annie.chen@jlachina.com>, DANNY WU <danny.wu@jlachina.com>

Your ticket has been updated

**MAXWELL AUBREY (Supplier Hub Support)**

Jan 24, 2025, 11:04 AM EST

The current emergency closure guidance is to zero out your inventory to prevent late open orders. We are working on building a process to extend the VTT of these orders, but this is not a ready process yet.

If you receive any fines, please dispute these and our team will waive fines where necessary.

**Lauren Gezzer**

Jan 23, 2025, 3:56 PM EST

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Hi Home Depot Team,

We submitted a warehouse closure ticket (attached) stating our warehouse would be closed 1/22 and 1/23 due to weather conditions in Savannah, Georgia. Please confirm you will be waiving the late shipping.

Thanks,

Lauren Gezzer

Ecommerce Account Manager | JLA Home | M: 412.513.8604

From: sc_edw_integration_5 <sc_edw_integration_5@homedepot.com>**Sent:** Thursday, January 23, 2025 3:08 PM**To:** Y7T9P5F <LAURA.YEE@JLAHOME.COM>; ONG, WEE <EECEDI@JLAHOME.COM>;

DANNY.WU@JLACHINA.COM <DANNY.WU@JLACHINA.COM>; CHEN, ANNIE <ANNIE.CHEN@JLACHINA.COM>; PING.GAO@JLAHOME.COM <PING.GAO@JLAHOME.COM>; PIW9NL5 <LAUREN.GEZZER@JLAHOME.COM>; NIEHAUS, BRITTANY <BRITTANY.NIEHAUS@JLAHOME.COM>

Subject: ACTION: MVendor #60007024 Late Open Order Resolution Needed

Hi E AND E CO. DBA JLA HOME Team,

Your account has POs past the Expected Ship date that require your immediate attention. Late shipping negatively impacts sales and the customer experience.

MVNDR_NUMBER	MVNDR_NM	DEPT	OLDEST_LATE_PO_(BIZ_DAYS)	LATE_LINES
60007024	E AND E CO. DBA JLA HOME	59 - BLINDS AND WALLPAPER	2	84

What is preventing these late open POs from shipping?

ACTION: Ship or cancel the attached orders in Rithum (formerly CommerceHub)

If no action is taken, your SKU is at risk of being placed on hold.

Thank you,
The Home Depot Dropship Team

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Attachment(s)

[unnamed_attachment_1.eml](#)

[WH Closure Ticket 1.22 - 1.23.24.png](#)