



Fw: CB2501455 DLSWHS \$8,300.00 ASN Violation

From Whitney Ellis <whitney.ellis@ship8.com>
 Date Wed 7/30/2025 12:30 PM
 To Kathy Ramirez <kathy.ramirez@ship8.com>

3 attachments (320 KB)
 1250707706.pdf; 1250707348.pdf; FW: MISSING OR LATE ASN STATUS - DLSWHS PO 3109275306;

From: Wee Ong <wee.ong@jlahome.com>
Sent: Tuesday, July 29, 2025 1:31 PM
To: Whitney Ellis <whitney.ellis@ship8.com>; Janis Auyang <janis.auyang@jlahome.com>; Edward Maxwell <edward.maxwell@ship8.com>
Cc: ar.dept@jlahome.com <ar.dept@jlahome.com>; Ping Gao <ping.gao@jlahome.com>
Subject: RE: CB2501455 DLSWHS \$8,300.00 ASN Violation

Hello Whitney,

ASNs sent when shipment completed. Attached email has list downloaded from DLS portal Ebiz. Using 1st carton # on the list as example, DLS physically received it on 6/16. But this carton # was on shipment 800149025 that was completed & ASN sent on 6/23. Closing the correct shipment that physically shipped will ensure transmission of the corresponding ASN.

VENDOR	PO#	CARRIER	ASN	CARTON	ASN, RECEIVED	SCAN STAMP
0077720	3109275306	MRD7	F = NO ASN	00006757167130056307'		2025-06-16-09.53

Partner	EDI Type	Document No.	Ref. Data	ACK	Import Date	ISA No.	GS No.	997 ISA No.	997 Date
DLSWHS	856	800149025 ...	3109275306 ...	Successful	06/23/2025 09:30:21	000000271	271	000007169	06/23/2025 10:07:13
DLSWHS	856	800147933 ...	3109787206 ...	Successful	06/13/2025 14:20:05	000000256	256	000007145	06/13/2025 14:37:16

Regards,
 Wee Ong
 E&E Co., Ltd. | EDI Team | Em eeceedi@jlahome.com | Ph 510.946.2232

From: Whitney Ellis <whitney.ellis@ship8.com>
Sent: Tuesday, July 29, 2025 10:19 AM
To: Janis Auyang <janis.auyang@jlahome.com>; Edward Maxwell <edward.maxwell@ship8.com>
Cc: ar.dept@jlahome.com; Wee Ong <wee.ong@jlahome.com>; Ping Gao <ping.gao@jlahome.com>
Subject: Re: CB2501455 DLSWHS \$8,300.00 ASN Violation

Wee,

Both POs ASN's were sent out the same day of their scheduled ship dates. Are you able to retrieve details from from EEC?

Customer	Location	Door	Ship To	Total Ctns	Ctns Palletized	Ctns With Tracking No.	Total Pkts	Ship Date	Cust. PO No.	Carrier	Ship Method	Freight Term	Pro Number	Trailer Number	Seal Number	Load Number	Routing No.	BOL Printed	Stage Bin	Assigned To	ASN Sent	ASN Sent Date
DLSWHS	SD3	116	0022	15	15	15	1	06/19/2025	3162021502...	FedEx	FedEx Ground	Collect				DIL1886500	R202506040517492	Yes		Junwuna Mason	Yes	06/19/2025 07:00:36

Customer	Location	Door	Ship To	Total Ctns	Ctns Palletized	Ctns With Tracking No.	Total Pkts	Ship Date	Cust. PO No.	Carrier	Ship Method	Freight Term	Pro Number	Trailer Number	Seal Number	Load Number	Routing No.	BOL Printed	Stage Bin	Assigned To	ASN Sent	ASN Sent Date
DLSWHS	SD3	18815	0029	272	272	0	8	06/23/2025	3109275306	SAIA	LTL	Collect	107850502806	536075		DIL1888896	R202505290356336	Yes		Dwayne Childs	Yes	06/09:00:00
DLSWHS	SD3	18815	0029	20	20	0	1	06/13/2025	3109275306	EOS INC	TL	Collect	00000	87675	11983623	DIL1887590	R202505290356336	Yes		Dwayne Childs	Yes	06/14:00:00

Whitney Ellis
 Order Processor SD2
 550 Northport Pkwy

Port Wentworth, GA 31407

O: 912.373.7778 x 3726

From: Janis Auyang <janis.auyang@jlahome.com>
Sent: Monday, July 28, 2025 7:41 PM
To: Edward Maxwell <edward.maxwell@ship8.com>; Whitney Ellis <whitney.ellis@ship8.com>
Cc: ar.dept@jlahome.com <ar.dept@jlahome.com>; Wee Ong <wee.ong@jlahome.com>; Ping Gao <ping.gao@jlahome.com>
Subject: RE: CB2501455 DLSWHS \$8,300.00 ASN Violation

Edward

Please have your team carefully review the attached chargeback to determine if it's valid. According to DLS, no ASN was received, so this may not be a late shipment issue. I'd like your team to confirm whether the shipment was properly closed in EEC in a timely manner so the ASN could be sent.

Chargeback Details

Table with columns: Detail Code, Description, Store, Department, MIC, General Ledger, Style, Description, UPC, Qty, Unit Cost, Extended Cost. Rows show 'NO ASN/128 LABEL RECEIVED' with associated costs.

Notes

ALL CHARGEBACKS DEDUCTIONS ARE FINAL UNLESS WRITTEN DISPUTES ARE SUBMITTED WITHIN 60 DAYS.
NO ASN/128 LABEL RECEIVED
NO ASN RECEIVED/NO OR INVALID 128 LABEL
ASN WAS NOT RECEIVED OR WE RECEIVED AN INVALID 128 LABEL WITH THIS SHIPMENT
CHARGES ARE \$250 PER PO SHIPMENT.
IF YOU HAVE ADDITIONAL QUESTIONS RE: NO ASN RECEIVED/NO OR INVALID 128 LABEL
PLEASE E-MAIL VENDOR.COMPLIANCE@DILLARDS.COM
CONTACT ACCOUNTS PAYABLE FOR QUESTIONS ON NON-EDI RELATED CHARGEBACK TYPES.

Chargeback Details

Table with columns: Detail Code, Description, Store, Department, MIC, General Ledger, Style, Description, UPC, Qty, Unit Cost, Extended Cost. Rows show 'NO ASN RECEIVED' with associated costs.

Notes

ALL CHARGEBACKS DEDUCTIONS ARE FINAL UNLESS WRITTEN DISPUTES ARE SUBMITTED WITHIN 60 DAYS.
NO ASN RECEIVED
ASN WAS NOT RECEIVED OR RECEIVED AFTER THE SHIPMENT DOCKED.
CHARGES ARE \$50 PER CARTON
IF YOU HAVE ADDITIONAL QUESTIONS RE: NO ASN RECEIVED
PLEASE E-MAIL VENDOR.COMPLIANCE@DILLARDS.COM
CONTACT ACCOUNTS PAYABLE FOR QUESTIONS ON NON-EDI RELATED CHARGEBACK TYPES.

Thank you!

Janis Auyang

AR Manager

E & E Co., Ltd. dba JLA Home

45875 Northport Loop East, Fremont, CA 94538

jlanis.auyang@jlahome.com P: 510.490.9788 x 135 F: 510.403.7270

From: Edward Maxwell <edward.maxwell@ship8.com>
Sent: Monday, July 28, 2025 4:30 PM
To: Janis Auyang <janis.auyang@jlahome.com>; Whitney Ellis <whitney.ellis@ship8.com>
Cc: ar.dept@jlahome.com <ar.dept@jlahome.com>; Wee Ong <wee.ong@jlahome.com>; Ping Gao <ping.gao@jlahome.com>
Subject: Re: CB2501455 DLSWHS \$8,300.00 ASN Violation

I believe Chiquetta replied to Whitney. It looked like only two POs shipped late, if I was understanding correctly.



SHIP8 INC.

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

Cell (912)-247-5989

From: Janis Auyang <janis.auyang@jlahome.com>
Sent: Monday, July 28, 2025 5:47 PM
To: Edward Maxwell <edward.maxwell@ship8.com>; Whitney Ellis <whitney.ellis@ship8.com>
Cc: ar.dept@jlahome.com <ar.dept@jlahome.com>; Wee Ong <wee.ong@jlahome.com>; Ping Gao <ping.gao@jlahome.com>
Subject: FW: CB2501455 DLSWHS \$8,300.00 ASN Violation

Hi Edward,

I need your help looking into this chargeback from DLS — it's another case related to a missing ASN.
After discussing with Wee, I was informed that she already sent the late ASN alert email to the warehouse (see attached email for reference). Chiketa Griffin from warehouse mentioned there was an overflow issue.
If this was indeed due to overflow, I assume the warehouse should have notified the customer and still closed the shipment in EEC so that ASN can be sent to DLS?
Can you please look into this and confirm?

Thank you!

Janis Auyang

AR Manager

E & E Co., Ltd. dba JLA Home

45875 Northport Loop East, Fremont, CA 94538
Janis.auyang@jlahome.com P: 510.490.9788 x 135 F: 510.403.7270

From: Wee Ong <wee.ong@jlahome.com>
Sent: Monday, July 28, 2025 1:48 PM
To: Janis Auyang <janis.auyang@jlahome.com>
Cc: Ping Gao <ping.gao@jlahome.com>; Whitney Ellis <whitney.ellis@ship8.com>; ar.dept@jlahome.com
Subject: RE: CB2501455 DLSWHS \$8,300.00 ASN Violation

Hi Janis,

Please see attached email.

Regards,
Wee Ong
E&E Co., Ltd. | EDI Team | Em eeceedi@jlahome.com | Ph 510.946.2232

From: Janis Auyang <janis.auyang@jlahome.com>
Sent: Monday, July 28, 2025 1:43 PM
To: Wee Ong <wee.ong@jlahome.com>
Cc: Ping Gao <ping.gao@jlahome.com>; Whitney Ellis <whitney.ellis@ship8.com>; ar.dept@jlahome.com
Subject: CB2501455 DLSWHS \$8,300.00 ASN Violation

Hi Wee

Can you help check this chargeback from DLS?
It said "ASN WAS NOT RECEIVED OR RECEIVED AFTER THE SHIPMENT DOCKED"
See back up attached for your reference.

Invoice/Chargeback	Date	Department	Description	Cost
1250707348	2025-07-12	0989	1250707348ERTV	-500
1250707706	2025-07-12	0989	1250707706ERTV	-7800

Thank you!

Janis Auyang
AR Manager
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