



RE: Transportation Chargeback - Forward to: Accounts Payable

1 message

Ping Gao <ping.gao@jlahome.com>

Tue, Jul 8, 2025 at 8:12 AM

To: Janis Auyang <janis.auyang@jlahome.com>, Emily Haight <emily.haight@jlahome.com>, Distribution Team <distribution@jlahome.com>, ar.dept@jlahome.com, "kc.jang" <kc.jang@jlapets.com>

Hello Janis

This is PO freight term is Collect, none of below reason apply for this. stop fee should only goes to carrier not vendor in this case. here is BOL copy. thanks

002670523531

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: Janis Auyang <janis.auyang@jlahome.com>

Sent: Monday, July 7, 2025 1:40 PM

To: Ping Gao <ping.gao@jlahome.com>; Emily Haight <emily.haight@jlahome.com>; Distribution Team <distribution@jlahome.com>; ar.dept@jlahome.com; kc.jang@jlapets.com

Subject: RE: Transportation Chargeback - Forward to: Accounts Payable

Ping

In Costco chargebacks, a "Stop Fee" typically refers to a fee deducted when a delivery truck makes an unplanned or unauthorized stop at their warehouse. This can occur when:

- A delivery is made without a scheduled appointment
- The truck arrives outside of the assigned delivery window
- There are issues with the Bill of Lading or shipping documents that result in delays

Please note that we won't be able to dispute or submit any inquiries on the portal until the deduction has actually been posted. Costco requires all chargeback communications to go through their vendor portal, and we do not have a direct AP contact to email

with questions in the meantime. We will submit the question and request for more details once this is being deducted from payment.

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

Sent: Monday, July 7, 2025 1:11 PM

To: Emily Haight <emily.haight@jlahome.com>; Distribution Team <distribution@jlahome.com>; ar.dept@jlahome.com; kc.jang@jlapets.com

Subject: RE: Transportation Chargeback - Forward to: Accounts Payable

Hello AR

Could you help to check more detail on this? the PO is one full TL, why they giving use extra stop fee. What's that mean?

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: Emily Haight <emily.haight@jlahome.com>

Sent: Monday, July 7, 2025 12:18 PM

To: Distribution Team <distribution@jlahome.com>; ar.dept@jlahome.com; kc.jang@jlapets.com

Subject: FW: Transportation Chargeback - Forward to: Accounts Payable

Best Regards

Emily Haight

JLA Home

Phone- 678) 907-4420

From: Costco Wholesale - Freight Accounts Payable <FreightAccountsPayable@costco.com>

Sent: Monday, July 7, 2025 3:04 PM

To: emily.haight@jlahome.com

Subject: Transportation Chargeback - Forward to: Accounts Payable

Dear Valued Vendor,

The following charge has occurred:

Claim Number: F002670523531

Claim Date: 6/11/2025

Debit Amount: \$100.00

Vendor #: 6552100

Dept #: 14

Invoice #: ACCSL8768317

PO #: 267-002670523531

Invoice Amount: \$100.00

This chargeback debits your account for excessive freight costs incurred from: Stop Fee (\$).

Further details have been included for this deduction: 100.00 Stop fee charge back to vendor ..

Freight charges Costco paid: \$100.00


Total Chargeback Amount: \$100.00

GST: \$0.00

QST: \$0.00

HST: \$0.00

NOTE: This mailbox is NOT monitored, DO NOT reply to this email address.

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