


Masergy Network outage at Fremont corporate office 5/19

Nicole Longo <nicole.longo@jlahome.com>
 To: Laura Yee <laura.yee@jlahome.com>
 Cc: Rachel White <rachel.white@jlahome.com>, Janis Auyang <janis.auyang@jlahome.com>

Fri, Sep 19, 2025 at 9:44 AM

Hi Laura,
 Thanks for your patience here please see below for the tickets we submit. This is the protocol for submitting closures and outages.

WH Outage

- 
Nicole Longo
 4 months ago

Good Afternoon Team,
 We are experiencing an internet outage in our Fremont office which is causing delays in WH operations. Please waive any charge backs on orders received today 5/19.
 Thank you,

This request is closed for comments. You can [create a follow-up](#).

Requester	Nicole Longo
Created	May 19, 2025 at 12:09 PM
Last activity	May 20, 2025 at 1:02 AM
<hr/>	
Id	#6236873
Status	solved
PVendor Number	879816
Supplier (PVendor) Name	E &E CO., LTD.
Reason for Closure	Other Reason for Closure
Closure Start Date	May 19, 2025
Closure End Date	May 19, 2025
Close Start Date 2	—
Close End Date 2	—

WH Closures

-  LAKAYA PARKER
4 months ago


Hi Supplier,

Please submit your warehouse closure using the following formrouter

https://supplierhub-resources.homedepot.com/hc/en-us/requests/new?ticket_form_id=4419950832532

If orders cannot be fulfilled, please adjust inventory if possible.


Thanks,

-  Nicole Longo
4 months ago

We are currently facing a widespread power outage in our SD2 and SD3 warehouse area. Please issue a late ship waiver for POs received yesterday 5/1.

This request is closed for comments. You can [create a follow-up](#).

WH Closures

-  Nicole Longo
4 months ago

We are currently facing a widespread power outage in our SD2 and SD3 warehouse area. Please issue a late ship waiver for POs received yesterday 5/1.

This request is closed for comments. You can [create a follow-up](#).

Requester	Nicole Longo
Created	May 2, 2025 at 2:58 PM
Last activity	May 6, 2025 at 4:05 PM
Assigned to	LAKAYA PARKER
Id	#6194341
Status	solved
DS - Vendor Issue	Closures

Requester	Nicole Longo
Created	May 2, 2025 at 3:59 PM
Last activity	May 3, 2025 at 4:02 AM
CCs	<ul style="list-style-type: none">Laura Yee
Id	#6194578
Status	solved
PVendor Number	879816
Supplier (PVendor) Name	E & E CO., LTD.
Reason for Closure	Other Reason for Closure
Closure Start Date	May 02, 2025
Closure End Date	May 02, 2025

Nicole Longo

JLA Home

Director of Ecommerce Sales

20 W 33rd St. 3rd FL.

NY, NY 10001

908-227-3128

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