

RE: FW: H2 24 Bulk Buy Audit-JLAH9-RSSUSBB24006558

1 message

Janis Auyang <janis.auyang@jlahome.com>
 To: Cindy Qi <cindy.qi@jlahome.com>
 Cc: Nichol Zhang <nichol.zhang@jlahome.com>, ar.dept@jlahome.com, JLA Distribution <distribution@jlahome.com>

Hi Cindy

I've submitted a dispute on the portal, **ID:18506857281**

Thank you!

| ID ↑ | Status ↑ | Subject ↑ | Creation Date ↓ | Last Amazon Reply |
|-------------|------------------|--|----------------------------|-------------------|
| 18506857281 | Work in progress | Audit Claim (APAUDIT, IPAP, RSS & AUDCNLY) | Sep 18, 2025, 10:22 AM PDT | No reply |

Janis Auyang

AR Manager

E & E Co., Ltd. dba JLA Home

45875 Northport Loop East, Fremont, CA 94538

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From: Cindy Qi <cindy.qi@jlahome.com>
Sent: Monday, September 15, 2025 4:48 PM
To: Janis Auyang <janis.auyang@jlahome.com>
Cc: Nichol Zhang <nichol.zhang@jlahome.com>; ar.dept@jlahome.com; JLA Distribution <distribution@jlahome.com>
Subject: Re: FW: H2 24 Bulk Buy Audit-JLAH9-RSSUSBB24006558

Hi Janis,

Thank you for bringing this to our attention. Regarding the post-audit claim related to discount buy orders, I have identified discrepancy between the audit and VC data.

For example, regarding **ASIN B07B9NH78Z**:

- Amazon's audit report states that the confirmed discount quantity was **117 units**, but only **116 units** were received, resulting in a claim for 1 unit.
- However, according to the Vendor Central Po detail report, Amazon actually received **117 units in total**.

Specifically, for **Order 62KL8AFA**:

- Audit report shows **12 units received, one unit shortship**.
- However, the VC PO detail report shows all **13 units received**.

Post-audit data

| A | B | C | D | E | F | G | H | I | J | K | L | M | N |
|--------|------------|----------------------------------|---------------------|--------------|--------------|------------|----------|-------------------|---------------|--------------|----------------------|---------------------|-----------|
| vendor | asin | description | bulk_buy_order_date | rfq_id | regular_cost | discounted | variance | quantity_accepted | discount_cost | unfilled_qty | quantity_at_received | quantity_at_regular | claim_amt |
| JLAH9 | B07B9NH78Z | US Bulk Buy Nov 2024 [PH Jan 15] | 11/23/2024 | d273361cec7d | 21.29 | 19.16 | 2.13 | 117 | 116 | 1 | 1 | 1 | 2.13 |

| vendor_code | rfq_id | description | business_type | order_status | item_type | asin | item_description | product_code | total_units | amount | bid_currency | bulk_buy_order_id | currency | received_qty | | |
|-------------|--------|--|---------------|--------------|------------|---------------|------------------|--------------|-------------|--------|------------------|-------------------|----------|--------------|-----|---|
| 4 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 3U1ALMDR | 11/28/2024 | USD | 1 |
| 5 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 3U1ALMDR | 11/28/2024 | USD | 1 |
| 6 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 3U1ALMDR | 11/28/2024 | USD | 1 |
| 3 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 4 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 5 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 6 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 7 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 8 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 9 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 0 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 1 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 2 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 3 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 4 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 62KLBABA | 11/28/2024 | USD | 1 |
| 5 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 631ST66D | 11/28/2024 | USD | 1 |
| 6 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 631ST66D | 11/28/2024 | USD | 1 |
| 7 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 631ST66D | 11/28/2024 | USD | 1 |
| 8 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 631ST66D | 11/28/2024 | USD | 1 |
| 9 | JLAH9 | d273361cec7d US Bulk Buy Nov 2024 [PH Jar Bulk buy | Complete | ASIN | B0789NH78Z | Comfort Spacr | 20 | 117 | 19.16 | USD | 117 77b3bfb2-120 | 11/23/2024 | 631ST66D | 11/28/2024 | USD | 1 |

VC PO detail report

| PO | Vendor code | Order date | Status | Priority | Product name | ASIN | External ID | External ID | Model | Merchant | Catalog | Availability | Requested quantity | Accepted quantity | ASN | Received quantity | Cancelled quantity | Remaining quantity | Ship-to location | Window start | Window end | Case size | Cost | Current |
|----------|-------------|------------|--------|----------|------------------------|----------|-------------|-------------|------------|----------|---------|--------------|--------------------|-------------------|-----|-------------------|--------------------|--------------------|------------------|--------------|------------|-----------|-------|---------|
| 2XOPYSXZ | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 14 | 14 | 14 | 14 | 14 | 0 | 0 | CLT2 | ##### | 1-Jan-25 | | | 1 | 19.16 | USD |
| 3KRHL33U | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 17 | 17 | 17 | 17 | 17 | 0 | 0 | SCK4 | ##### | 1-Jan-25 | | | 1 | 19.16 | USD |
| 3U1ALMDR | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 6 | 6 | 6 | 6 | 6 | 0 | 0 | MQJ1 | ##### | 1-Jan-25 | | | 1 | 19.16 | USD |
| 62KLBABA | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 13 | 13 | 13 | 13 | 13 | 0 | 0 | XBN3 | ##### | 29-Jan-25 | 31-Jan-25 | | 1 | 19.16 | USD |
| 631ST66D | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 19 | 19 | 19 | 19 | 19 | 0 | 0 | MQJ1 | ##### | 29-Jan-25 | 31-Jan-25 | | 1 | 19.16 | USD |
| 6Q69GTTK | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 15 | 15 | 15 | 15 | 15 | 0 | 0 | CLT2 | ##### | 29-Jan-25 | 31-Jan-25 | | 1 | 19.16 | USD |
| 6X9IQHSP | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 7 | 7 | 7 | 7 | 7 | 0 | 0 | SCK4 | ##### | 29-Jan-25 | 31-Jan-25 | | 1 | 19.16 | USD |
| 7F2FCVHS | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 10 | 10 | 10 | 10 | 10 | 0 | 0 | IAH3 | ##### | 1-Jan-25 | | | 1 | 19.16 | USD |
| 7PORDNVB | JLAH9 | ##### | Closed | No | Comfort S B0789NH7 UPC | 8.66E+10 | CS14-0861-1 | | IA - Accep | 16 | 16 | 16 | 16 | 16 | 0 | 0 | XCH2 | ##### | 1-Jan-25 | | | 1 | 19.16 | USD |

I spot checked several ASINs, and they also indicated a discrepancy between Amazon's audit results and Amazon's own system data.

Also, currently, the audit report only shows the total confirmed discount quantity by ASIN cross multi POs for each bulk buy ID, without order-level details qty or order level variance breakdown. This makes it very difficult to verify the data. A detailed list would allow us to efficiently confirm whether the variances raised in the audit are valid.

To better understand and resolve this, we kindly request Amazon to:

1. Provide clarification on why there is a difference between the audit and the VC receive data.
2. Share a detailed discount order list that clearly indicates, **for each PO and ASIN**:
 - o Confirmed discount quantity
 - o Shipped quantity
 - o Received quantity

I have attached supporting evidence from the VC receive report for the above mentioned discrepancy case. Please kindly shareback with AMZ. Thank you!

Best Regards,

Cindy Qi
Sr. Ecommerce Account Manager

JLA Home | E&E Co. Ltd.
45875 Northport Loop E Fremont, CA 94538

On Wed, Sep 10, 2025 at 8:40 AM Janis Auyang <janis.auyang@jlahome.com> wrote:

Hi Cindy,

Please review the attached Amazon post-audit price claim and advise.

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: 'CCOGS-Audit' via ar.dept@jlahome.com
Sent: Tuesday, September 9, 2025 8:44 PM
To: nichol.zhang@jlahome.com; ar.dept@jlahome.com; distribution@jlahome.com; amazonar@jlahome.com
Subject: H2 24 Bulk Buy Audit-JLAH9-RSSUSB24006558

Dear Vendor,

As part of H2 2024 Pricing and payments audit on Bulk Buy shipments, Amazon has identified POs where discount was not provided on the accepted quantities and were not fulfilled completely. We found that the listed ASINs but discounts were not received on all approved bulk buy quantities. This claim recovers the discounts that were not received on the approved bulk buy quantities, where units were inadvertently purchased at a higher cost.

What is the impact?

| Claim Number | Vendor code | Claim Amount(In USD) |
|--------------|-------------|----------------------|
|--------------|-------------|----------------------|

| | | |
|-----------------|-------|----------|
| RSSUSBB24006558 | JLAH9 | 5,776.81 |
|-----------------|-------|----------|

Details of all missed funding and corresponding backup transactions are available in the attached file. The outstanding amount will be automatically deducted after 15 days, without requiring any action from you. Please raise a case by selecting "Contact us" on Vendor Central. Please select "Payments & Chargebacks" from the drop-down menu followed by "Audit Claim (APAUDIT, IPAP, RSS/IFA & AUDCNLY)".

Make sure to include the following to help us quickly resolve your case:

- Audit claim number: RSSXXXX
- Supporting documents to substantiate your dispute, such as copies of relevant correspondence with Amazon. Without the relevant documents, we cannot legitimize any disputes, initiate a payback or credit.

Thank you for doing business with us.

Global Financial Audit Team

Please note: This e-mail was sent from a notification-only address that will not monitor replies. Please do not reply to this message.