



RE: [EXTERNAL] FW: UNSCANNED MACYS.COM ORDERS

Lisa Petros <lisa.petros@jlahome.com>

Wed, Oct 8, 20

To: Lisa Petros <lisa.petros@jlahome.com>, brian.savige@macys.com, eecedi@jlahome.com, sv2.ship@ship8.com, "sv3.ship" <sv3.ship@ship8.com>

Cc: Sharriff Larry <sharriff.larry@ship8.com>, Edward Maxwell <edward.maxwell@ship8.com>, ECOMCS@jlahome.com, Sheila Gibson <Sheila.A.Gibson@macys.com>, Peter Daigle <peter.daigle@macys.com>, Laura Yee <laura.yee@jlahome.com>, Wee Ong <wee.ong@jlahome.com>

Hello Brian –

We did have a very successful meeting with UPS this morning and they are working with Ship8 on all issues surrounding pickup and sorting.

The specific orders that you send to me yesterday are all showing scans now and UPS has put a notation up that the delay was due to sorting. Here is an example for one of the tracking numbers (messaging is same for all):

Find Closest UPS Location

Service Alerts

United States - English

Support



Shipping Tracking Products & Services The UPS Store

Log In >

Your shipment
1Z449FE50328091953

The delivery date will be provided as soon as possible.

We're sorry this package has experienced a sortation delay. The package has been rerouted to the correct destination.

Not going to be home? Check your delivery options. [Click here](#)

Ship To
CROWN POINT, IN US

- Label Created
United States
09/30/2025, 9:48 A.M.
- We Have Your Package
Brunswick, GA, United States
10/08/2025, 9:23 A.M.
- On the Way
Delay

Set delivery alerts for your package

Enroll in UPS My Choice® and take the worry out of missed deliveries, or having packages sit outside while you're away.

Sign up >

Already Enrolled? [Log in](#)

Track Another Package

Track

Stay Safe - Avoid Fraud and Scams

Received a text, call, or email that seems...
Don't respond to it.

Ask UP

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, October 7, 2025 9:44 AM
To: brian.savige@macys.com; eecedi@jlahome.com; sv2.ship@ship8.com; sv3.ship@ship8.com
Cc: Shariff Larry <shariff.larry@ship8.com>; Edward Maxwell <edward.maxwell@ship8.com>; ECOMCS@jlahome.com; Sheila Gibson <Sheila.A.Gibson@macys.com>; Peter Daigle <peter.daigle@macys.com>; Lisa Petros

<lisa.petros@jlahome.com>

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Brian –

I am adding our DC in order to see if there are issues with UPS on their side.

SD2/SD3 – Please see attached orders that appear to have left with UPS on 9/30/25, but they are still showing label created. Can you tell us if this trailer picked up? Was it late? Is UPS experiencing scan issues right now?

Any insight would be helpful!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Brian Savige <brian.savige@macys.com>

Sent: Tuesday, October 7, 2025 9:40 AM

To: eecedi@jlahome.com; lisa.fuller@jlahome.com<external contact> <lisa.fuller@jlahome.com>; ecomcs@jlahome.com<external contact> <ecomcs@jlahome.com>

Cc: Sheila Gibson <Sheila.A.Gibson@macys.com>; Peter Daigle <peter.daigle@macys.com>

Subject: UNSCANNED MACYS.COM ORDERS

JLA Team,

We seem to have to email you on a weekly basis as our transportation team calls out that item shipped from 7+ days have not been scanned by UPS yet.

Please see attached. There a almost 100 orders where your team printed labels on 9/30 that have not scanned through UPS yet. Is your team having UPS pick up issues? I ask because we are not experiencing this constant issue with any other valued V

Brian Savige

Manager of Operations – Vendor Direct | Macy's, Inc.

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macys inc