

< View Your Case and Request Log

Suggestions & Feedback Edit

Latest Updates

Reply



Amazon

amazonar@jlahome.com

Apr 14, 2026

10:38 AM PDT

Hello from Amazon,

I understand that you are inquiring about payment status of the outstanding invoices which are past due.

Upon reviewing, I see that the below invoices are on-hold and past due, but have not been disputed:

Invoice Numbers: 54527327, 54572920, 54879163, 55019964, 55112418, 55115113, 55434278

Since you have access to Dispute Management, I request you to follow the below steps to dispute the invoices from Vendor Central:

- Vendor Central > Payments > Dispute Management
- Create new dispute
- Click on drop down > choose "Shortage Invoice" > enter invoice number > click on Next
- Provide dispute details and submit dispute
- You can check the dispute status and respond from Vendor Central by following these steps: Log in to Vendor Central > Payments > Dispute Management.

Once you submit the disputes, our team will review and process them accordingly.

If you need any further support, please create a new case on Vendor Central.

Have a nice day!

Case Summary

ID: 1
9
8
9
1
5
8
8
2
6
1

Status: A
n
s
w
e
r
e
d

Primary e-mail: a
m
a
z
o
n
a
r
@
j
l
a
h
o
m
e.
...

Need help? Chat with us.



Please let us know how we did.

Were you satisfied with the support provided?

Very dissatisfied Dissatisfied Neutral

Satisfied Very satisfied

Thank you!

To view your case details, or respond, please click
<https://vendorcentral.amazon.com/gp/vendor/members/caselog/case-detail?caseId=19891588261>

Please note: this e-mail was sent from an address that cannot accept incoming e-mail. If you require additional support please contact us
<https://vendorcentral.amazon.com/st/vendor/members/contactusapp>

Created:

A
P
R
O
9,
2
0
2
6,
1
1:
3
2
A
M
P
D
T

Edit



Amazon

Hello from Amazon,
...

Apr 13, 2026
4:57 PM PDT



You

ANGIE LY has joined the chat...

Apr 09, 2026
11:41 AM PDT