

Minh Do

From: Katy Stephens
Sent: Thursday, March 21, 2019 10:42 AM
To: ar.dept@jlahome.com
Cc: brittany.houser@jlahome.com
Subject: FW: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled
Attachments: VC0022682_PO000071448658_E_AND_E_CO_LTD_DBA_JLA_HOME_DS_Late_Ship 3-20-1....pdf

Hi Accounting,

See the attached chargeback and our team has confirmed that this was late shipping.

Thanks!

Katy Stephens
E-commerce Account Manager
JLA Home
10935 Crabapple Road
Roswell, GA 30075
O: (470)307-4009

From: Teri Landrum [mailto:teri.landrum@jlahome.com]
Sent: Wednesday, March 20, 2019 3:52 PM
To: Katy Stephens; ecomcs@jlahome.com
Subject: RE: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled

Hello Katy ~

This PO was in fact late, we cannot see why the warehouse shipped it late.

Best Regards,

Teri Landrum
E-Commerce Support Team
ecomcs@jlahome.com

From: Katy Stephens [mailto:katy.stephens@jlahome.com]
Sent: Wednesday, March 20, 2019 12:04 PM
To: ecomcs@jlahome.com
Subject: FW: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled
Importance: High

Hi Ecom Team,

I just saw where Sherry is out of the office. Can you help with the below?

Thanks!

Katy Stephens

E-commerce Account Manager
JLA Home
10935 Crabapple Road
Roswell, GA 30075
O: (470)307-4009

From: Katy Stephens [mailto:katy.stephens@jlahome.com]
Sent: Wednesday, March 20, 2019 3:02 PM
To: 'JLA Sherry Curry'
Cc: 'Brittany Houser'
Subject: FW: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled
Importance: High

Sherry,

See below from Fingerhut. Are you able to review the attached and check to see if this order was in fact late and why?

Thanks!

Katy Stephens
E-commerce Account Manager
JLA Home
10935 Crabapple Road
Roswell, GA 30075
O: (470)307-4009

From: Dropship.Operations [mailto:Dropship.Operations@bluestembrands.com]
Sent: Wednesday, March 20, 2019 2:28 PM
To: Katy Stephens; Brittany Houser; ecom.frem@jlahome.com
Cc: ar.dept@jlahome.com
Subject: RE: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled

Hi Katy, I'm showing in Commerce Hub that the order was ship confirmed on the 8th, so technically it was late. Why did the order ship late?

Colleen

Colleen Oliver, CSCP
Dropship Analyst II

[Partner Portal](#)

[Active Community Manager \(ACM\)](#)

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From: Katy Stephens <katy.stephens@jlahome.com>
Sent: Wednesday, March 20, 2019 12:50 PM
To: Dropship.Operations <Dropship.Operations@bluestembrands.com>; Brittany Houser <brittany.houser@jlahome.com>; ecom.frem@jlahome.com
Cc: ar.dept@jlahome.com
Subject: RE: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled

Hi Colleen,

See attached. Are you able to reverse this?

Thanks!

Katy Stephens
E-commerce Account Manager
JLA Home
10935 Crabapple Road
Roswell, GA 30075
O: (470)307-4009

From: Dropship.Operations [mailto:Dropship.Operations@bluestembrands.com]
Sent: Wednesday, March 20, 2019 12:30 PM
To: Brittany Houser; katy.stephens@jlahome.com; ecom.frem@jlahome.com
Cc: ar.dept@jlahome.com
Subject: RE: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled

Hi Brittany, what infraction? Was it a Commerce Hub or Bluestem email? Please send it to me and I'll make sure it is reversed.

Thank you

Colleen Oliver, CSCP
Dropship Analyst II

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[Active Community Manager \(ACM\)](#)

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From: Brittany Houser <brittany.houser@jlahome.com>
Sent: Wednesday, March 20, 2019 10:23 AM
To: Dropship.Operations <Dropship.Operations@bluestembrands.com>; katy.stephens@jlahome.com;
ecom.frem@jlahome.com
Cc: ar.dept@jlahome.com
Subject: RE: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled

Hi Colleen,

Is there a reason we receive an infraction today for this?

Thank you!

Brittany Houser
National Account Manager
JLA Home
10935 Crabapple Road
Roswell, GA 30075
O: (470)307-4013
C: (770)596-9026

From: Dropship.Operations [mailto:Dropship.Operations@bluestembrands.com]
Sent: Tuesday, March 19, 2019 2:13 PM

To: Brittany Houser; katy.stephens@jlahome.com; ecom.frem@jlahome.com
Subject: RE: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled

Sounds good, thank you

Colleen Oliver, CSCP
Dropship Analyst II

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[Active Community Manager \(ACM\)](#)

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From: Brittany Houser <brittany.houser@jlahome.com>
Sent: Tuesday, March 19, 2019 12:24 PM
To: Dropship.Operations <Dropship.Operations@bluestembrands.com>; katy.stephens@jlahome.com;
ecom.frem@jlahome.com
Subject: RE: E and E JLA Home -*URGENT* Past Due Orders - Orders Will Be Canceled

Hi Colleen,

Here is the tracking 1Z01T2T70398451502. You should see the ASN today.

Best regards,

Brittany Houser
National Account Manager
JLA Home
10935 Crabapple Road
Roswell, GA 30075
O: (470)307-4013
C: (770)596-9026

From: Dropship.Operations [mailto:Dropship.Operations@bluestembrands.com]
Sent: Tuesday, March 19, 2019 1:09 PM
To: katy.stephens@jlahome.com; ecom.frem@jlahome.com; Brittany.Houser@jlahome.com
Subject: E and E JLA Home -*URGENT* Past Due Orders – Orders Will Be Canceled
Importance: High

Dear Valued Dropship Vendor,

The order(s) that we have listed below are showing open in our system and in Commerce Hub. Here is what we need from you today:

- PO Status
- PO Tracking Information
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Po Number	CTI Ship Status	Closed Date/Time	Po Line	Po Unit Cost	SKU	SKU Description	V M I
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PO000071559448	no-activity	N/A	1	31.49	4NKT7AVPRFLQN	MiZone Audrina 4 PC Comforter Purple Full/Queen	M 2
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If we do not receive the above from you **today** we will need to cancel the below orders in our system. After these orders are canceled **the invoice(s) will not be paid.**

You have already received multiple past due order notification(s) advising you to action these order(s)

Thank you in advance for your immediate attention to this request.

Colleen Oliver, CSCP
Dropship Analyst II

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