

## Janis Auyang

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**From:** Brittany King <brittany.king@epeslogistics.com>  
**Sent:** Wednesday, February 27, 2019 6:07 AM  
**To:** David Pham; KC Jang  
**Subject:** RE: URGENT Costco Refusal // PO# 2880102432 // Epes# 1393767

Good morning, I'm sorry for the delay in getting back to you on this. I've been out of the office for the past few days. This load was redelivered to Costco on 2/21 without any issues. Below are the charges broken down for you.

Reconsignment: \$150  
Rework: \$ 250  
Redelivery: 575

Total: \$975

Thanks,

### Brittany King | Logistics Specialist

T: (866) 247-0691 | D: (336) 931-1941 | F: (866) 580-3898  
A: 538 N. Regional Road, Greensboro, NC 27409  
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W: [www.epeslogistics.com](http://www.epeslogistics.com)



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**From:** David Pham <david.pham@jlahome.com>  
**Sent:** Monday, February 25, 2019 6:14 PM  
**To:** KC Jang <kc.jang@jlapets.com>  
**Cc:** Brittany King <brittany.king@epeslogistics.com>  
**Subject:** RE: URGENT Costco Refusal // PO# 2880102432 // Epes# 1393767

Hi Brittany

Can you give update on when this PO was redeliver and the rework cost?

Thanks,

David Pham  
Sr. Distribution Coordinator  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 144  
Fax: 510-490-2861

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**From:** KC Jang [mailto:[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)]  
**Sent:** Wednesday, February 13, 2019 2:09 PM  
**To:** Brittany King  
**Cc:** Costco; Ping Gao; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Emily Haight; Alex Gonzalez; David Pham  
**Subject:** RE: URGENT Costco Refusal // PO# 2880102432 // Epes# 1393767

Thank you, Brittany. Please keep us posted on the charge.  
KC

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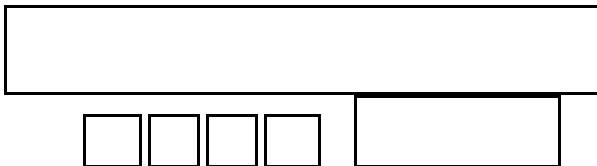
**From:** Brittany King [mailto:[brittany.king@epeslogistics.com](mailto:brittany.king@epeslogistics.com)]  
**Sent:** Wednesday, February 13, 2019 3:58 PM  
**To:** KC Jang  
**Cc:** Costco; Ping Gao; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Emily Haight; Alex Gonzalez; David Pham  
**Subject:** RE: URGENT Costco Refusal // PO# 2880102432 // Epes# 1393767

The driver has this product at the rework facility now and the facility just sent over the attached pictures of the product. They are offloading it now as best they can and as soon as I have the breakdown of charges and new delivery date I will pass that along.

Thanks,

**Brittany King | Logistics Specialist**

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**From:** KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>

**Sent:** Wednesday, February 13, 2019 2:08 PM

**To:** Brittany King <[brittany.king@epeslogistics.com](mailto:brittany.king@epeslogistics.com)>

**Cc:** Costco <[costco@epeslogistics.com](mailto:costco@epeslogistics.com)>; Ping Gao <[ping.gao@jlahome.com](mailto:ping.gao@jlahome.com)>; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Emily Haight <[emily.haight@jlahome.com](mailto:emily.haight@jlahome.com)>; Alex Gonzalez <[alex.gonzalez@oalogistics.com](mailto:alex.gonzalez@oalogistics.com)>; David Pham <[david.pham@jlahome.com](mailto:david.pham@jlahome.com)>

**Subject:** RE: URGENT Costco Refusal // PO# 2880102432 // Epes# 1393767

Hi Brittany,

Yes. Please take this to a local re-work facility and provide us cost and re-delivery dates. AS requested by David, please provide us the pictures.

Thank you.

KC Jang  
JLA Pets  
10935 Crabapple Rd.  
Roswell, GA 30075  
470-307-4021

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**From:** David Pham [mailto:[david.pham@jlahome.com](mailto:david.pham@jlahome.com)]

**Sent:** Wednesday, February 13, 2019 1:41 PM

**To:** Brittany King; Ping Gao; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com)

**Cc:** Costco; [KC.JANG@jlapets.com](mailto:KC.JANG@jlapets.com)

**Subject:** RE: URGENT Costco Refusal // PO# 2880102432 // Epes# 1393767

Hi KC

Please review and advise

Hi Brittany

Can you provides the picture of the container how the load look like?

Thanks,

David Pham  
Sr. Distribution Coordinator  
E&E Co Ltd DBA JLA Home  
Tel: 510-490-9788 x 144  
Fax: 510-490-2861

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**From:** Brittany King [mailto:[brittany.king@epeslogistics.com](mailto:brittany.king@epeslogistics.com)]  
**Sent:** Wednesday, February 13, 2019 10:25 AM  
**To:** [distribution@jlahome.com](mailto:distribution@jlahome.com); [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com)  
**Cc:** Costco  
**Subject:** URGENT Costco Refusal // PO# 2880102432 // Epes# 1393767  
**Importance:** High

Good morning, we just had this entire load refused at Costco in Dallas. Per the attached POD it is showing to have been refused due to being unable to unload. We can take this to a local rework facility for them to offload and redeliver to Costco for \$150 plus any charges from the rework facility to take care of this. Please provide disposition as quickly as possible as the driver is low on hours and we would like to avoid a layover charge on this.

Thanks,

**Brittany King | Logistics Specialist**

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