

David Pham

From: Chase Sinclair
Sent: Tuesday, January 29, 2019 11:19 AM
To: David Pham
Cc: KC Jang; emily.haight@jlahome.com; Ping Gao
Subject: Re: PO 2621207669, URGENT!!!
Attachments: image001.jpg; image002.png

No problem!

Sorry again for the delay on this.

On Tue, Jan 29, 2019 at 2:17 PM David Pham <david.pham@jlahome.com> wrote:

Thank you Chase.

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Chase Sinclair [mailto:csinclair@clservicesinc.com]
Sent: Tuesday, January 29, 2019 11:16 AM
To: KC Jang
Cc: emily.haight@jlahome.com; David Pham
Subject: Re: PO 2621207669, URGENT!!!

The total cost of this ended up being \$2650. The break down was

\$550 redelivery for two trucks.

\$800 layover as the driver had the issue on Christmas Eve and wasn't offloaded until 12/26.

\$750 rework/storage cost. As we weren't able to deliver until after the new year.

Sorry for the delay on this everyone!

On Fri, Jan 25, 2019 at 6:29 PM KC Jang <kc.jang@jlapets.com> wrote:

Hi Chase,

Please email me the re-work cost.

Thanks.

KC Jang

JLA Home, Pets Div.

10935 Crabapple Rd.

Roswell, GA 30075

470-307-4021

From: KC Jang [mailto:kc.jang@jlapets.com]
Sent: Sunday, January 13, 2019 10:04 PM
To: 'Chase Sinclair'
Cc: 'emily.haight@jlahome.com'; 'David Pham'
Subject: RE: PO 2621207669, URGENT!!!

Hi Chase,

Do you have the total cost for us?

Thanks.

KC

From: Chase Sinclair [mailto:csinclair@clservicesinc.com]
Sent: Monday, January 7, 2019 2:42 PM
To: KC Jang
Cc: emily.haight@jlahome.com
Subject: Re: PO 2621207669, URGENT!!!

They redelivered on 1/03.

On Mon, Jan 7, 2019 at 2:40 PM KC Jang <kc.jang@jlapets.com> wrote:

Hi Chase,

Can you also give me the redelivery date?

Thanks.

KC

From: Chase Sinclair [mailto:csinclair@clservicesinc.com]
Sent: Monday, January 7, 2019 2:38 PM
To: KC Jang
Cc: emily.haight@jlahome.com
Subject: Re: PO 2621207669, URGENT!!!

Hey KC,

This did re-deliver with no issues. I am going to get the total cost for you now.

On Mon, Jan 7, 2019 at 2:36 PM KC Jang <kc.jang@jlapets.com> wrote:

Hi Chase,

Can you pdate me the status on the re-delivery and the total charge?

Thanks.

KC

From: Mike Wilson [mailto:mike.wilson@oalogistics.com]

Sent: Wednesday, January 2, 2019 12:25 PM

To: Chase Sinclair

Cc: Jane Yan; Duane Balsley; Alex Gonzalez; Costco CLS; Wod.ship@jlahome.com; Ping Gao; emily.haight@jlahome.com; David Pham; Yvette Zuniga; Carlos Reynolds; KC Jang

Subject: RE: PO 2621207669, 1741207632 URGENT!!!

Hi Chase,

Please see attached BOLs as requested.

The “Ship from” will need to be filled out by hand.

Thank you,

Mike Wilson

Order Processing Manager

OA LOGISTICS

Woodland, CA. Office: 530-669-5991 Ext. 104

mike.wilson@OALogistics.com

(Please forward on a need to know basis)

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From: KC Jang [mailto:kc.jang@jlapets.com]
Sent: Wednesday, January 2, 2019 7:32 AM
To: Carlos Reynolds
Cc: Jane Yan; Duane Balsley; Alex Gonzalez; Costco CLS; Wod.ship@jlahome.com; Ping Gao; emily.haight@jlahome.com; David Pham; Chase Sinclair; Yvette Zuniga
Subject: RE: PO 2621207669, 1741207632 URGENT!!!

Thank you, Carlos.

KC

From: Carlos Reynolds [mailto:carlos.reynolds@oalogistics.com]
Sent: Wednesday, January 2, 2019 10:30 AM
To: KC Jang
Cc: Jane Yan; Duane Balsley; Alex Gonzalez; Costco CLS; Wod.ship@jlahome.com; Ping Gao; emily.haight@jlahome.com; David Pham; Chase Sinclair; Yvette Zuniga
Subject: RE: PO 2621207669, 1741207632 URGENT!!!
Importance: High

KC,

Once Mike gets in I will have him send the 2 BOL's ASAP.

Thank you

Carlos Reynolds



Operations Manager

(530) 669-5991 Ext 102

carlos.reynolds@oalogistics.com

From: KC Jang [mailto:kc.jang@jlapets.com]
Sent: Wednesday, January 02, 2019 7:28 AM
To: Carlos Reynolds
Cc: Jane Yan; Duane Balsley; alex.gonzalez@oalogistics.com; Costco CLS; Wod.ship@jlahome.com; Ping Gao; emily.haight@jlahome.com; David Pham; Chase Sinclair; Yvette Zuniga
Subject: RE: PO 2621207669, 1741207632 URGENT!!!

Carlos,

Can we send revised revised/new OBL to Chase @ C.L. Services this morning?

Thanks.

KC

From: Chase Sinclair [mailto:csinclair@clservicesinc.com]
Sent: Wednesday, January 2, 2019 8:30 AM
To: KC Jang
Cc: Jane Yan; Yvette Zuniga; Duane Balsley; alex.gonzalez@oalogistics.com; Costco CLS; Wod.ship@jlahome.com; Carlos Reynolds; Ping Gao; emily.haight@jlahome.com; Costco Traffic SE; David Pham
Subject: Re: PO 2621207669, 1741207632 URGENT!!!

Good morning,

We had to a PO to this order since it now has to be redelivered on two trucks. We now have PO's 2621207669 and 2621226412. Split evenly at 30 pallets apiece. If you could please send revised BOL and new BOL for the new PO so we can send to rework facility and the drivers so we can complete this today.

Best,

On Thu, Dec 27, 2018 at 2:54 PM KC Jang <kc.jang@jlapets.com> wrote:

Thank you.

KC

From: Chase Sinclair [mailto:csinclair@clservicesinc.com]

Sent: Thursday, December 27, 2018 2:53 PM

To: KC Jang

Cc: Jane Yan; Yvette Zuniga; Duane Balsley; alex.gonzalez@oalogistics.com; Costco CLS; Wod.ship@jlahome.com; Carlos Reynolds; Ping Gao; emily.haight@jlahome.com; Costco Traffic SE; David Pham

Subject: Re: PO 2621207669, 1741207632 URGENT!!!

Will do. I'll let you know once I have the total cost from the rework facility as well. Once I get the new delivery date confirmed, I should be able to get the total cost.

Thanks,

On Thu, Dec 27, 2018 at 2:50 PM KC Jang <kc.jang@jlapets.com> wrote:

Hi Chase,

As per our conversation, please try to deliver these two trucks back to Costco ASAP and keep us posted.

Thank you.

KC

From: Chase Sinclair [mailto:csinclair@clservicesinc.com]

Sent: Thursday, December 27, 2018 2:47 PM

To: KC Jang

Cc: Jane Yan; Yvette Zuniga; Duane Balsley; alex.gonzalez@oalogistics.com; Costco CLS; Wod.ship@jlahome.com; Carlos Reynolds; Ping Gao; emily.haight@jlahome.com; Costco Traffic SE; David Pham

Subject: Re: PO 2621207669, 1741207632 URGENT!!!

Hi all,

Sorry for the delay as we are still waiting for a new delivery. The depot was booked for the rest of this week, so we are looking at next week after the holidays as the earliest to re-deliver the product to the depot. It is now having to be put on two trucks to redeliver.

We are looking at \$550 per truck for redelivery. And still waiting on the final cost for storage and loading/offloading since the length of time has now increased.

On Wed, Dec 26, 2018 at 5:08 PM KC Jang <kc.jang@jlapets.com> wrote:

Hi Chase,

Could you please let us know the total re-work cost?

Thank you.

KC

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

Sent: Wednesday, December 26, 2018 2:25 PM

To: Costco Traffic SE

Cc: Chase Sinclair; Yvette Zuniga; Costco CLS; Wod.ship@jlahome.com; Carlos Reynolds; Ping Gao; alex.gonzalez@oalogistics.com; Duane Balsley; KC.JANG@jlapets.com; emily.haight@jlahome.com

Subject: RE: PO 2621207669, 1741207632 URGENT!!!

Hi KC

Can you advise if Costco team can send the shipment to rework facility?

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: balbury@costco.com [mailto:balbury@costco.com] **On Behalf Of** Costco Traffic SE

Sent: Wednesday, December 26, 2018 8:09 AM

To: David Pham

Cc: Chase Sinclair; Yvette Zuniga; Costco CLS; Wod.ship@jlahome.com; Carlos Reynolds; Ping Gao; alex.gonzalez@oalogistics.com; Duane Balsley

Subject: Re: PO 2621207669, 1741207632 URGENT!!!

No pictures to send at this time.

Thanks,

Costco Wholesale #350 | Southeast Regional Traffic

Danny Payne 770-905-8856 (manager)

Bill Albury 770-905-8998 (coordinator)

3980 Venture Drive Suite W100 Duluth, GA 30096

On Wed, Dec 26, 2018 at 11:07 AM David Pham <david.pham@jlahome.com> wrote:

Hi WOD team

Please review below and advise

Hi Danny

Do you have a picture of how the pallet look like in the truck?

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: balbury@costco.com [mailto:balbury@costco.com] **On Behalf Of** Costco Traffic SE

Sent: Wednesday, December 26, 2018 5:44 AM

To: Chase Sinclair

Cc: David Pham; Yvette Zuniga; Costco CLS; Wod.ship@jlahome.com; Carlos Reynolds

Subject: Re: PO 2621207669, 1741207632

Costco would like you to proceed with the quickest way for redelivery of product back to the depot. We need the order desperately. Thanks

Thanks,

Costco Wholesale #350 | **Southeast Regional Traffic**

Danny Payne 770-905-8856 (manager)

Bill Albury 770-905-8998 (coordinator)

3980 Venture Drive Suite W100 Duluth, GA 30096

On Wed, Dec 26, 2018 at 8:41 AM Chase Sinclair <csinclair@clservicesinc.com> wrote:

Hi all,

The entire load for PO 2621207669 was refused on 12/24 due to pallets being stacked too high. No room for forklift to lift pallets off per the notes from the Costco depot. I am currently working on getting the truck over to a rework facility near the depot in order to re-stack but have had difficulty given the holidays. I did want to reach out to verify this is how you all would like to proceed with the shipment, so we can let the driver know exactly what is going on. Attaching the ticket from the Costco depot.

Please advise.

On Tue, Dec 18, 2018 at 4:18 PM David Pham <david.pham@jlahome.com> wrote:

Noted thanks for the update Yvette.

Hi Carlos

Please note the pickup date below.

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Yvette Zuniga [mailto:yvette.zuniga@oalogistics.com]
Sent: Tuesday, December 18, 2018 12:53 PM
To: David Pham; Costco Traffic SE; Chase Sinclair; Costco CLS; Costco
Cc: Wod.ship@jlahome.com; Carlos Reynolds
Subject: RE: PO 2621207669, 1741207632

Hi David,

Yes these are on the schedule and have been confirmed with carriers.

2621207669 CL SERVICES- 12/19

1741207632 EPES 12/20

Thank You ☺

Yvette Zuniga

OA Logistics

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext. 124

yvette.zuniga@oalogistics.com

SHIPPING HOURS: M-F 0700 - 1400

LUNCH HOURS: 1000 - 1100

We do not accept lift gate or refrigerator trucks and we schedule by appointment only.

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

Sent: Tuesday, December 18, 2018 9:48 AM

To: Yvette Zuniga; Costco Traffic SE; Chase Sinclair; Costco CLS; Costco

Cc: Wod.ship@jlahome.com; Carlos Reynolds

Subject: RE: PO 2621207669, 1741207632

Hi Yvette

Has carrier reach out for scheduling for these 2 POs?

2621207669 CL SERVICES

1741207632 EPES. (PO has a pick up of 12/21)

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Yvette Zuniga [mailto:yvette.zuniga@oalogistics.com]
Sent: Monday, December 17, 2018 11:26 AM
To: Costco Traffic SE; Chase Sinclair; Costco CLS; Costco
Cc: Wod.ship@jahome.com; David Pham; Carlos Reynolds
Subject: RE: PO 2621207669, 1741207632

Thank you,

I have not received any contacts from carriers. I will look out for these.

Thank You ☺

Yvette Zuniga

OA Logistics

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext: 124

yvette.zuniga@oalogistics.com

SHIPPING HOURS: M-F 0700 - 1400

LUNCH HOURS: 1000 - 1100

We do not accept lift gate or refrigerator trucks and we schedule by appointment only.

From: balbury@costco.com [mailto:balbury@costco.com] **On Behalf Of** Costco Traffic SE
Sent: Monday, December 17, 2018 11:16 AM
To: Yvette Zuniga; Chase Sinclair; Costco CLS; Costco
Subject: Re: PO 2621207669, 1741207632

PO's are still good and the carriers are reporting that they both have contacted you to schedule accordingly and have not heard back about rescheduling. Carriers on copy for each PO.

Thanks

2621207669 CL SERVICES

1741207632 EPES. (PO has a pick up of 12/21)

Costco Wholesale #350 | **Southeast Regional Traffic**

Danny Payne 770-905-8856 (manager)

Bill Albury 770-905-8998 (coordinator)

3980 Venture Drive Suite W100 Duluth, GA 30096

On Mon, Dec 17, 2018 at 1:55 PM Yvette Zuniga <yvette.zuniga@oalogistics.com> wrote:

Good Morning,

I had two (2) Costco PO's cancel by the carriers this morning. We did not receive notification of these cancellations and would like to verify the status of the PO #'s below.

Will you be assigning new carriers or have these been completely cancelled from your system?

Please advise.

PO #

2621207669

1741207632

Best Regards,

Yvette Zuniga

OA Logistics

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext: 124

yvette.zuniga@oalogistics.com

SHIPPING HOURS: M-F 0700 - 1400

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We do not accept lift gate or refrigerator trucks and we schedule by appointment only.

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Chase Sinclair
NATIONAL ACCOUNTS MANAGER

[4245 INTERNATIONAL PKWY, SUITE 125
ATLANTA, GA 30354](#)

P: 678.538.2651
C: 770.286.2708

E: CSINCLAIR@CLSERVICESINC.COM
W: CLSERVICESINC.COM



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NATIONAL ACCOUNTS MANAGER

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