

**David Pham**

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**From:** KC Jang  
**Sent:** Thursday, March 28, 2019 11:54 AM  
**To:** Brian Boston  
**Cc:** David Pham; ar.dept@jlahome.com; Emily Haight  
**Subject:** RE: JLA Home -- 9320227747  
**Attachments:** image001.jpg; image002.jpg; image003.jpg; image004.jpg; image005.jpg; image006.jpg; image007.jpg; image008.jpg

Brian,.

Thank you for working with us on this case.

The final re-work fee we confirmed is \$ **3,952.00**

Thanks.

KC

***From:** Armando [mailto:[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)]*

***Sent:** Wednesday, March 27, 2019 6:30 PM*

***To:** 'KC Jang'*

***Cc:** 'Chase Sinclair'; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; 'Alexandra Garner'; 'Costco'; 'Emily Haight'; 'David Pham'; 'Brian Boston'*

***Subject:** RE: JLA Home -- 9320227747*

*Hi KC good afternoon,*

*We end with 57 pallets without stamp and pallets broken.*

*The rework cost for PO 9320227747 is as follows.*

<i>Handling:</i>	<i>\$3,705.00</i>	<i>Unloading, Loading, blue block chep heat treated pallets, labor, stretch wrap and plastic straps.</i>
<i>Delivery:</i>	<i>\$230.00</i>	<i>Delivery at Costco Depot.</i>
<i>BOL:</i>	<i>\$17.00</i>	
	<b><i>TOTAL: 3,952.00</i></b>	

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**From:** Armando [mailto:[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)]

**Sent:** Thursday, March 28, 2019 1:21 PM

**To:** 'KC Jang'; 'Brian Boston'

**Cc:** 'Chase Sinclair'; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; 'Alexandra Garner'; 'Costco'; 'Emily Haight'; 'David Pham'

**Subject:** RE: JLA Home -- 9320227747

Hi KC good afternoon,

Attached you will find pictures requested.

All pallets are in poor condition and almost all without the stamp.

Please advise.

Regards,

Armando Rojas



A SUBSIDIARY OF BEDELEE, INC.

6219 Gilbert Road

Laredo, Texas 78041

Ph: 956.723.4308

Fax: 956.724.3897

[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)

<http://www.gilbertintl.com/contact.php>

---

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

**Sent:** Thursday, March 28, 2019 11:44 AM

**To:** Brian Boston; Armando

**Cc:** Chase Sinclair; Danielle Roberts; Jamie Murphy; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Emily Haight; David Pham

**Subject:** RE: JLA Home -- 9320227747

Brian,

I am still waiting for the pictures from Armando.

Armando,

Can you send the pictures to us now?

Thanks.

KC

---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]

**Sent:** Thursday, March 28, 2019 9:44 AM

**To:** Armando; 'KC Jang'

**Cc:** Chase Sinclair; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; Alexandra Garner; Costco; 'Emily Haight'; 'David Pham'

**Subject:** Re: JLA Home -- 9320227747

Armando,

Have you been able to send these pictures yet?

KC,

Are this charges approved?

We really need to get the ball moving on redelivery here.

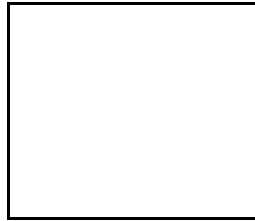
Best Regards,

**BRIAN BOSTON**

CUSTOMER SERVICE

P: (678)510-0442 | C: (404)694-8722





[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** Armando <[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)>  
**Sent:** Wednesday, March 27, 2019 6:39 PM  
**To:** 'KC Jang'  
**Cc:** Chase Sinclair; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; Alexandra Garner; Costco; 'Emily Haight'; 'David Pham'; Brian Boston  
**Subject:** RE: JLA Home -- 9320227747

Sure KC, we will send it shortly.

Regards,

*Armando Rojas*



A SUBSIDIARY OF BEDELEE, INC.

6219 Gilbert Road

Laredo, Texas 78041

Ph: 956.723.4308

Fax: 956.724.3897

[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)

<http://www.gilbertintl.com/contact.php>

---

**From:** KC Jang [mailto:[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)]  
**Sent:** Wednesday, March 27, 2019 5:38 PM  
**To:** Armando  
**Cc:** Chase Sinclair; Danielle Roberts; Jamie Murphy; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Emily Haight; David Pham; Brian Boston  
**Subject:** RE: JLA Home -- 9320227747

Hi Armando,

How about the pictures of each individual pallet (both 48" sides) as per our phone conversation last Thursday?

KC

---

**From:** Armando [mailto:[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)]  
**Sent:** Wednesday, March 27, 2019 6:30 PM  
**To:** 'KC Jang'  
**Cc:** 'Chase Sinclair'; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; 'Alexandra Garner'; 'Costco'; 'Emily Haight'; 'David Pham'; 'Brian Boston'  
**Subject:** RE: JLA Home -- 9320227747

Hi KC good afternoon,

We end with 57 pallets without stamp and pallets broken.

The rework cost for PO 9320227747 is as follows.

Handling: \$3,705.00  
Delivery: \$230.00  
BOL: \$17.00  
**TOTAL: 3,952.00**

Unloading, Loading, blue block chep heat treated pallets, labor, stretch wrap and plastic straps.  
Delivery at Costco Depot.

Please advise for further action.

Thanks,

*Armando Rojas*



A SUBSIDIARY OF BEDELEE, INC.

6219 Gilbert Road

Laredo, Texas 78041

Ph: 956.723.4308

Fax: 956.724.3897

[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)

<http://www.gilbertintl.com/contact.php>

---

**From:** Armando Rojas [mailto:[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)]

**Sent:** Wednesday, March 27, 2019 9:39 AM

**To:** 'KC Jang'

**Cc:** 'Chase Sinclair'; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; 'Alexandra Garner'; 'Costco'; 'Emily Haight'; 'David Pham'; 'Brian Boston'

**Subject:** RE: JLA Home -- 9320227747

Hi KC good morning,

I will have the information ready by noon.

Thanks,

*Armando Rojas*



A SUBSIDIARY OF BEDELEE, INC.

6219 Gilbert Road

Laredo, Texas 78041

Ph: 956.723.4308

Fax: 956.724.3897

[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)

<http://www.gilbertintl.com/contact.php>

---

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

**Sent:** Tuesday, March 26, 2019 3:12 PM

**To:** Armando

**Cc:** Chase Sinclair; Danielle Roberts; Jamie Murphy; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Emily Haight; David Pham; Brian Boston

**Subject:** RE: JLA Home -- 9320227747

Armando,

Will you send us an updated information and pictures today?  
Please let us know.

Thank you.

KC

---

**From:** Armando [mailto:[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)]

**Sent:** Monday, March 25, 2019 6:22 PM

**To:** 'KC Jang'

**Cc:** 'Chase Sinclair'; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; 'Alexandra Garner'; 'Costco'; 'Emily Haight'; 'David Pham'; 'Brian Boston'

**Subject:** RE: JLA Home -- 9320227747

Good afternoon,

We'll performed revision tomorrow, I should have all information by the end of the day.

Keeping you posted.

Regards,

*Armando Rojas*



A SUBSIDIARY OF BEDELEE, INC.

6219 Gilbert Road

Laredo, Texas 78041

Ph: 956.723.4308

Fax: 956.724.3897

[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)

<http://www.gilbertintl.com/contact.php>

---

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

**Sent:** Monday, March 25, 2019 5:11 PM

**To:** Armando

**Cc:** Chase Sinclair; Danielle Roberts; Jamie Murphy; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Emily Haight; David Pham; Brian Boston

**Subject:** RE: JLA Home -- 9320227747

Armando,

When you, Alex and I had a phone conversation last Thursday (3/21), you told us that the latest time to get us the pictures for each of the 60 pallets (both 48" sides) would be last Friday (3/22). Brian has also sent us an email confirming it

Now, this job will take one more week to complete. Costco is pushing us to re-deliver the truckload this week. We really don't have another week to loose.

Please help and advice.

Thanks.

KC

---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]

**Sent:** Monday, March 25, 2019 4:59 PM

**To:** Armando; 'KC Jang'

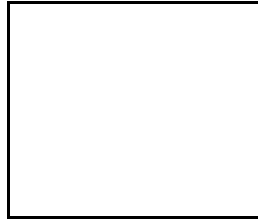
**Cc:** Chase Sinclair; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; Alexandra Garner; Costco; 'Emily Haight'; 'David Pham'

**Subject:** Re: JLA Home -- 9320227747

KC,

Please be advised that per my conversation with Armando, the current timeline for pallet evaluation is by the end of this week. That places redelivery pending approved cost at earliest around 04/03/19. The initial timeline would have seen redelivery by today, the additional handling request is the reason for the delay.

Best Regards,



**BRIAN BOSTON**

CUSTOMER SERVICE

**P:** (678)510-0442 | **C:** (404)694-8722



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** Armando <[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)>

**Sent:** Monday, March 25, 2019 3:21 PM

**To:** 'KC Jang'; Brian Boston

**Cc:** Chase Sinclair; 'Danielle Roberts'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; Alexandra Garner; Costco; 'Emily Haight'; 'David Pham'

**Subject:** RE: JLA Home -- 9320227747

Hi Brian,

We are still checking on pallets.

Keeping you posted.

Regards,

*Armando Rojas*



A SUBSIDIARY OF BEDELEE, INC.

6219 Gilbert Road

Laredo, Texas 78041

Ph: 956.723.4308

Fax: 956.724.3897

[arojas@gilbertintl.com](mailto:arojas@gilbertintl.com)

<http://www.gilbertintl.com/contact.php>

---

**From:** KC Jang [mailto:[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)]  
**Sent:** Monday, March 25, 2019 10:41 AM  
**To:** Brian Boston  
**Cc:** Chase Sinclair; Danielle Roberts; Jamie Murphy; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Emily Haight; David Pham; Armando  
**Subject:** RE: JLA Home -- 9320227747

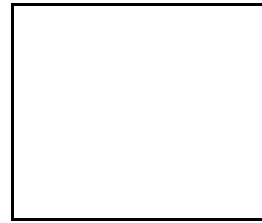
Thank you, Brian.  
KC

---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Monday, March 25, 2019 11:40 AM  
**To:** KC Jang  
**Cc:** Chase Sinclair; Danielle Roberts; Jamie Murphy; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Emily Haight; David Pham; Armando  
**Subject:** Re: JLA Home -- 9320227747

Yes I will let you know.

Happy Monday everyone and Best Regards,



**BRIAN BOSTON**  
CUSTOMER SERVICE  
P: (678)510-0442 | C: (404)694-8722  
  
[CLSOURCESINC.COM](http://CLSOURCESINC.COM)

---

**From:** KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>  
**Sent:** Monday, March 25, 2019 11:33 AM  
**To:** Brian Boston  
**Cc:** Chase Sinclair; Danielle Roberts; Jamie Murphy; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Emily Haight; David Pham; Armando  
**Subject:** RE: JLA Home -- 9320227747

Hi Brian,

Could you please follow up with Gilbert on the pictures we requested? We want to know the exact number of pallets needed to re-work and to finalize the total cost of re-work today.

Thank you for your help.

KC

---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Friday, March 22, 2019 10:37 AM  
**To:** Emily Haight; 'David Pham'  
**Cc:** Chase Sinclair; 'Danielle Roberts'; 'KC Jang'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; Alexandra Garner; Costco  
**Subject:** Re: JLA Home -- 9320227747

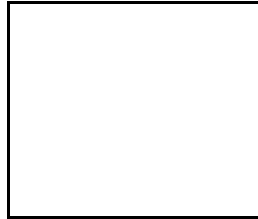
Everyone,

From my understanding, the pictures could take up until the end of today. Once they are done and a total cost is agreed upon along with the scope of services we can move forward.

Considering it is Friday, I would imagine this could easily take until Tuesday before the rework is complete and appointments are requested.

I will check with the rework later this afternoon in hopes of getting an update.

Best Regards,



**BRIAN BOSTON**

CUSTOMER SERVICE

P: (678)510-0442 | C: (404)694-8722



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** Emily Haight <[emily.haight@jlahome.com](mailto:emily.haight@jlahome.com)>

**Sent:** Friday, March 22, 2019 10:19 AM

**To:** 'David Pham'; Brian Boston

**Cc:** Chase Sinclair; 'Danielle Roberts'; 'KC Jang'; 'Jamie Murphy'; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); 'Yvette Zuniga'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; Alexandra Garner; Costco

**Subject:** RE: JLA Home -- 9320227747

Any updates on timing?

Best Regards

Emily Haight

JLA Home

Phone - 678) 907-4420

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

**Sent:** Thursday, March 21, 2019 11:30 AM

**To:** Brian Boston

**Cc:** Chase Sinclair; Danielle Roberts; KC Jang; Jamie Murphy; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; [emily.haight@jlahome.com](mailto:emily.haight@jlahome.com)

**Subject:** Re: JLA Home -- 9320227747

Hi Brian

KC will have to make the call on this. I will let KC advise you.

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

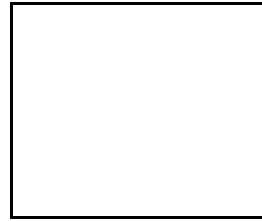
On Thu, Mar 21, 2019 at 8:26 AM Brian Boston <[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)> wrote:

David,

I spoke with KC yesterday as we were waiting for confirmation on cost and he was concerned about the number of pallets being reworked. He asked for the rework center contact information to speak with them about the number of pallets reworked and was expected to call me back. I might have missed the call but we didn't speak again.

Can you confirm asap that the cost are approved and we will move forward with reappointing as soon as possible?

Best Regards,



**BRIAN BOSTON**

CUSTOMER SERVICE

**P:** (678)510-0442 | **C:** (404)694-8722



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** David Pham <[david.pham@jlahome.com](mailto:david.pham@jlahome.com)>  
**Sent:** Thursday, March 21, 2019 11:21 AM  
**To:** Chase Sinclair; Danielle Roberts; Brian Boston; KC Jang; Jamie Murphy  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; [emily.haight@jlahome.com](mailto:emily.haight@jlahome.com)  
**Subject:** RE: JLA Home -- 9320227747

Hi Chase

Can you advise on the rework progress and redelivery?

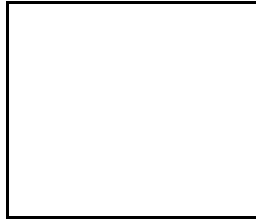
Thanks,

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](mailto:csinclair@CLSERVICESINC.COM)]  
**Sent:** Wednesday, March 20, 2019 11:40 AM  
**To:** Danielle Roberts; David Pham; Brian Boston; KC Jang; Jamie Murphy  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco  
**Subject:** Re: JLA Home -- 9320227747

We have already requested that from the facility as well. Based on the pricing they gave us, it seemed as though the full shipment needed a new pallet and to be reworked.



**CHASE SINCLAIR**

NATIONAL ACCOUNTS MANAGER

P: 678-538-2651 | C: 770-286-2708



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** Danielle Roberts <[dwatson@usxpress.com](mailto:dwatson@usxpress.com)>  
**Sent:** Wednesday, March 20, 2019 2:34 PM  
**To:** David Pham; Chase Sinclair; Brian Boston; KC Jang; Jamie Murphy  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco  
**Subject:** RE: JLA Home -- 9320227747

Adding Jamie.

**Danielle Roberts (Watson) | Account Support II**

**U.S. Xpress, Inc.**

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

[dwatson@usxpress.com](mailto:dwatson@usxpress.com) | [www.usxpress.com](http://www.usxpress.com)

---

**From:** David Pham <[david.pham@jlahome.com](mailto:david.pham@jlahome.com)>  
**Sent:** Wednesday, March 20, 2019 2:31 PM  
**To:** Chase Sinclair <[csinclair@clservicesinc.com](mailto:csinclair@clservicesinc.com)>; Brian Boston <[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)>; KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>; Danielle Roberts <[dwatson@usxpress.com](mailto:dwatson@usxpress.com)>  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga <[yvette.zuniga@oalogistics.com](mailto:yvette.zuniga@oalogistics.com)>; Lee Jones <[ljones@clservicesinc.com](mailto:ljones@clservicesinc.com)>; Alex Gonzalez <[alex.gonzalez@oalogistics.com](mailto:alex.gonzalez@oalogistics.com)>; Jeff Pinkerton <[jeff.pinkerton@oalogistics.com](mailto:jeff.pinkerton@oalogistics.com)>; Carlos Reynolds <[carlos.reynolds@oalogistics.com](mailto:carlos.reynolds@oalogistics.com)>; Alexandra Garner <[agarner@clservicesinc.com](mailto:agarner@clservicesinc.com)>; Costco <[costco@clservicesinc.com](mailto:costco@clservicesinc.com)>  
**Subject:** RE: JLA Home -- 9320227747

Hi Chase

Can you have the facility double check and only rework the pallets that does not have proper HT certification stamp, I don't think all 60 pallets need rework.

Hi KC

Do you agree?

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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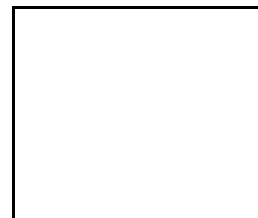
**From:** Chase Sinclair [mailto:[csinclair@CLSERVICESINC.COM](mailto:csinclair@CLSERVICESINC.COM)]  
**Sent:** Wednesday, March 20, 2019 11:28 AM  
**To:** David Pham; Brian Boston; KC Jang; Danielle Roberts


**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco  
**Subject:** Re: JLA Home -- 9320227747

The PO is currently at the facility still as we were waiting on the pictures from the facility. The entire load was rejected and had to be reworked-- which would have been 60 skids.

We can go ahead and put in for a new delivery appointment now!

Best,



**CHASE SINCLAIR**  
NATIONAL ACCOUNTS MANAGER  
P: 678-538-2651 | C: 770-286-2708  
  
[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** David Pham <[david.pham@jlahome.com](mailto:david.pham@jlahome.com)>  
**Sent:** Wednesday, March 20, 2019 2:23 PM  
**To:** Brian Boston; Chase Sinclair; KC Jang; Danielle Roberts  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco  
**Subject:** RE: JLA Home -- 9320227747

Hi Brian

So in total, how many pallet was rejected and need to be rework? And has this Po redeliver to the depot?

Thanks,

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

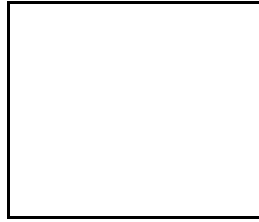
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**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Wednesday, March 20, 2019 8:28 AM  
**To:** Chase Sinclair; KC Jang; Danielle Roberts  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; David Pham  
**Subject:** Re: JLA Home -- 9320227747

Everyone,

Please see attached pictures and advise if charges are confirmed.

Best Regards,



**BRIAN BOSTON**

CUSTOMER SERVICE

**P:** (678)510-0442 | **C:** (404)694-8722

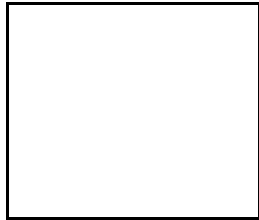


[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

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**From:** Chase Sinclair  
**Sent:** Tuesday, March 19, 2019 5:09 PM  
**To:** KC Jang; Brian Boston; Danielle Roberts  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; David Pham  
**Subject:** Re: JLA Home -- 9320227747

I'll remind them now. Sorry again for the issues!



**CHASE SINCLAIR**

NATIONAL ACCOUNTS MANAGER

**P:** 678-538-2651 | **C:** 770-286-2708



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>  
**Sent:** Tuesday, March 19, 2019 5:06 PM  
**To:** Chase Sinclair; Brian Boston; Danielle Roberts  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; David Pham  
**Subject:** RE: JLA Home -- 9320227747

Thank you for sending the requests.

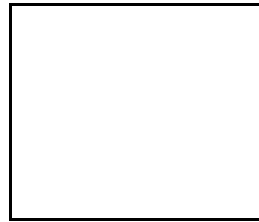
Please remind the re-work center that PECO stamps the HT rather small on the MX pallets.  
Some of them are probably only on one side.

KC

---

**From:** Chase Sinclair [mailto:[csinclair@CLSERVICESINC.COM](mailto:csinclair@CLSERVICESINC.COM)]  
**Sent:** Tuesday, March 19, 2019 4:52 PM  
**To:** KC Jang; Brian Boston; David Pham  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Danielle Roberts  
**Subject:** Re: JLA Home -- 9320227747

Sorry for the delay here-- we have sent multiple requests to the rework facility and just followed up again. We'll get them to you as soon as he can provide them to us!



**CHASE SINCLAIR**

NATIONAL ACCOUNTS MANAGER

P: 678-538-2651 | C: 770-286-2708



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>  
**Sent:** Tuesday, March 19, 2019 4:46 PM  
**To:** Brian Boston; David Pham  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco; Danielle Roberts  
**Subject:** RE: JLA Home -- 9320227747

Brian,

We need pictures to file claims to PECO company. Can you please ask the re-work center to take pictures of all rejected pallets?  
I don't think we need to re-work all 60 pallets. As mentioned by Costco, not all of them are without HT stamp.

Please advise.

Thanks.

KC

**From:** Danielle Roberts <[dwatson@usxpress.com](mailto:dwatson@usxpress.com)>  
**Sent:** Monday, March 18, 2019 12:01 PM  
**To:** Alex Gonzalez <[alex.gonzalez@oalogistics.com](mailto:alex.gonzalez@oalogistics.com)>; Jamie Murphy <[jmurphy@usxpress.com](mailto:jmurphy@usxpress.com)>; Yvette Zuniga <[yvette.zuniga@oalogistics.com](mailto:yvette.zuniga@oalogistics.com)>; Jeff Pinkerton <[jeff.pinkerton@oalogistics.com](mailto:jeff.pinkerton@oalogistics.com)>; Meredith Hogsed <[mhogsed@usxpress.com](mailto:mhogsed@usxpress.com)>; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>; David Pham <[david.pham@jlahome.com](mailto:david.pham@jlahome.com)>  
**Cc:** Costco <[Costco@usxpress.com](mailto:Costco@usxpress.com)>; Costco SD <[CostcotrafficSD@costco.com](mailto:CostcotrafficSD@costco.com)>  
**Subject:** RE: REJECTED LOAD- DRIVER WAITING PO#9290301612

Requested pictures from driver and yes we can take this to Alto in Mira Loma.

**Danielle Roberts (Watson) | Account Support II**

**U.S. Xpress, Inc.**

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

[dwatson@usxpress.com](mailto:dwatson@usxpress.com) | [www.usxpress.com](http://www.usxpress.com)

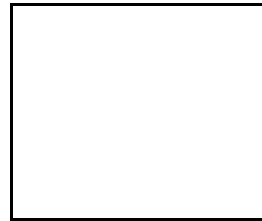
---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Tuesday, March 19, 2019 4:25 PM  
**To:** David Pham; KC Jang  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; Costco  
**Subject:** Re: JLA Home -- 9320227747

KC and Team,

The rework cost for PO 9320227747 is as follows.

Layover:	\$400	
Addl Stop:	\$50	
Handling:	\$3,900.00	Unloading, Loading, blue block chep heat treated pallets, labor, stretch wrap and plastic straps.
Delivery:	\$230.00	Delivery at Costco Depot.
BOL:	\$17.00	
<b>TOTAL: 4,597.00</b>		



**BRIAN BOSTON**  
CUSTOMER SERVICE  
P: (678)510-0442 | C: (404)694-8722  
  
[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** David Pham <[david.pham@jlahome.com](mailto:david.pham@jlahome.com)>  
**Sent:** Tuesday, March 19, 2019 12:05 PM  
**To:** Brian Boston; KC Jang  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner  
**Subject:** RE: JLA Home -- 9320227747

Hi Brian

Any update on this?

Thanks,

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

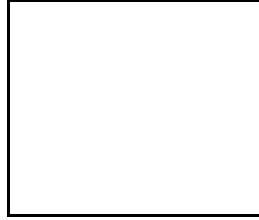
---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Friday, March 15, 2019 9:23 AM  
**To:** KC Jang  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; David Pham  
**Subject:** Re: JLA Home -- 9320227747

Kc,

The truck was dispatched to the rework facility this morning with the request to take pictures of the pallets and send them over. That was around 10:00 when they said they could take the driver. I just sent a follow-up email asking if pictures had been taken yet.

Best Regards,



**BRIAN BOSTON**

CUSTOMER SERVICE

**P:** (678)510-0442 | **C:** (404)694-8722



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>  
**Sent:** Friday, March 15, 2019 12:11 PM  
**To:** Brian Boston  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; David Pham  
**Subject:** RE: JLA Home -- 9320227747

Brian,

Do you have an updated status of the rejected truckload for us?  
We are curious about how many pallets are without the HT stamp  
and how many are with blurred HT stamp.

Please have the re-work center to send us the images and we can  
claim PECO pallet company.

Thanks.

KC

---

**From:** KC Jang [mailto:[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)]  
**Sent:** Thursday, March 14, 2019 5:00 PM  
**To:** 'Brian Boston'  
**Cc:** '[wod.ship@jlahome.com](mailto:wod.ship@jlahome.com)'; 'Yvette Zuniga'; 'Lee Jones'; 'Alex Gonzalez'; 'Jeff Pinkerton'; 'Carlos Reynolds'; 'Alexandra Garner'; 'David Pham'  
**Subject:** RE: JLA Home -- 9320227747

Thank you, Brian.  
Please keep me updated.

KC

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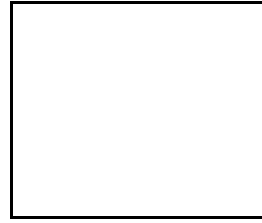
**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Thursday, March 14, 2019 4:58 PM  
**To:** KC Jang  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; David Pham  
**Subject:** Re: JLA Home -- 9320227747

KC,

Will do.

The facility is closed for today already, we will have to lay the driver over. We will dispatch the drivers to the facility first thing in the morning and I will follow up with pricing and pictures then.

Best Regards,



**BRIAN BOSTON**

CUSTOMER SERVICE

**P:** (678)510-0442 | **C:** (404)694-8722



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>  
**Sent:** Thursday, March 14, 2019 4:35 PM  
**To:** Brian Boston  
**Cc:** [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds; Alexandra Garner; David Pham  
**Subject:** RE: JLA Home -- 9320227747

Brian,

At this point, the only solution we have is to send the truck to a re-work center.  
Can you please make the arrangement and let us know the total charge?

Can you please also ask the re-work center to take pictures for the pallets  
that either were NOT STAMPED HT or were NOT STAMPED HT LEGIBLY?

We will need to show the proof to PECO company. Thanks for your help.

Please call me if you have any questions.

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

**From:** Sherri Porter [<mailto:sporter@costco.com>]  
**Sent:** Thursday, March 14, 2019 2:46 PM  
**To:** KC Jang  
**Cc:** Sean Vesey; Emily Haight  
**Subject:** Re: FW: JLA Home -- 9320227747

*FYI - I'm guessing one of two things happened:*

- 1. Could be that some of the pallets were NOT stamped/HT? For example, pic "PECO PALLETS.JPG" doesn't appear to show any IPPC/ISPM 15 (aka "HT") stamps at all.*
- 2. Pic "PECO HT Pallet Image.JPG" shows that part of the IPPC/ISPM 15 (aka "HT") stamp is missing. Regulations require that the stamp be completely legible - could be that we rejected due to illegibility? (We ship a LOT of goods across the border. So we have to be very careful NOT to violate any regulations, as violations can result in slowing down all our loads at customs.)*

**Sherri Porter**

**Costco Wholesale**

**Packaging & Pallets** Structural Standards

[sporter@costco.com](mailto:sporter@costco.com) [packaging@costco.com](mailto:packaging@costco.com) [pallets@costco.com](mailto:pallets@costco.com)

425-427-7709 (mobile 425-941-2850)

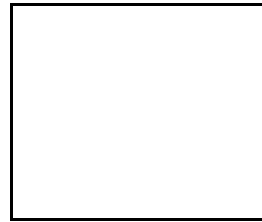
---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Thursday, March 14, 2019 1:12 PM  
**To:** David Pham; KC Jang; Alexandra Garner  
**Cc:** Costco; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds  
**Subject:** Re: JLA Home -- 9320227747

See attached and please touch base with your contact at Costco and advise how you would like to proceed.



Best Regards,



**BRIAN BOSTON**

CUSTOMER SERVICE

**P:** (678)510-0442 | **C:** (404)694-8722



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

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

**Sent:** Thursday, March 14, 2019 12:48 PM

**To:** Brian Boston; KC Jang; Alexandra Garner

**Cc:** Costco; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds

**Subject:** RE: JLA Home -- 9320227747

Hi Brian

This Po is going to Mexico, the picture showed Peco heat treated pallet. Please advise what the issue.

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]

**Sent:** Thursday, March 14, 2019 9:45 AM

**To:** KC Jang; David Pham; Alexandra Garner

**Cc:** Costco; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds

**Subject:** Re: JLA Home -- 9320227747

Everyone,

Please see the attached picture and advise.

Best Regards,



**BRIAN BOSTON**

CUSTOMER SERVICE

**P:** (678)510-0442 | **C:** (404)694-8722



[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

**From:** KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>  
**Sent:** Thursday, March 14, 2019 12:34 PM  
**To:** Brian Boston; David Pham; Alexandra Garner  
**Cc:** Costco; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds  
**Subject:** RE: JLA Home -- 9320227747

Brian,

Yes. As per our conversation, we would like to resolve this issue today to avoid any unnecessary charges.  
Thanks for the help.

KC

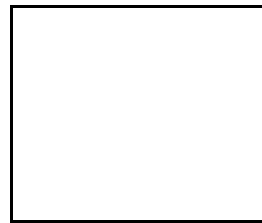
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**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Thursday, March 14, 2019 11:51 AM  
**To:** KC Jang; David Pham; Alexandra Garner  
**Cc:** Costco; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds  
**Subject:** Re: JLA Home -- 9320227747

Kc,

Per our conversation, I've requested pictures of the pallets as soon as possible. We are still waiting on them now. I will follow up with you shortly.

Best Regards,



**BRIAN BOSTON**  
CUSTOMER SERVICE  
**P:** (678)510-0442 | **C:** (404)694-8722  
  
[CLSERVICESINC.COM](http://CLSERVICESINC.COM)

---

**From:** KC Jang <[kc.jang@jlapets.com](mailto:kc.jang@jlapets.com)>  
**Sent:** Thursday, March 14, 2019 10:26 AM  
**To:** Brian Boston; David Pham; Alexandra Garner  
**Cc:** Costco; [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones; Alex Gonzalez; Jeff Pinkerton; Carlos Reynolds  
**Subject:** RE: JLA Home -- 9320227747

Brian,

What's wrong with the pallets? Could you please find out for us?  
Can you ask Costco to provide us some pictures?

Thank you.

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

---

**From:** Brian Boston [mailto:[BBoston@clservicesinc.com](mailto:BBoston@clservicesinc.com)]  
**Sent:** Thursday, March 14, 2019 9:03 AM  
**To:** David Pham; Alexandra Garner  
**Cc:** Costco; [KC.JANG@jlapets.com](mailto:KC.JANG@jlapets.com); [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga; Lee Jones  
**Subject:** Re: JLA Home -- 9320227747

David, KC and Team,

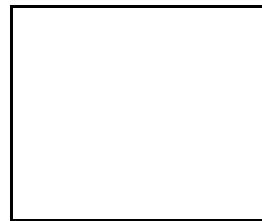
This driver was rejected due to incorrect pallets. Please see attached delivery rejection receipt. We can take the product to a nearby facility for reworking or return the product to your facility. Which would you prefer?

In regards to reworking, the cost is generally around \$60-\$70 per pallet and the truck is loaded with 60 pallets.

In regards to redelivery cost, we would need to ask the driver.

Please advise asap as the driver will quickly be moving towards detention should this take a long time to decide.

Best Regards,



**BRIAN BOSTON**  
CUSTOMER SERVICE  
P: (678)510-0442 | C: (404)694-8722  
  
[CLSOURCESINC.COM](http://CLSOURCESINC.COM)

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**From:** David Pham <[david.pham@jlahome.com](mailto:david.pham@jlahome.com)>  
**Sent:** Wednesday, March 6, 2019 1:13 PM  
**To:** Alexandra Garner  
**Cc:** Costco; [KC.JANG@jlapets.com](mailto:KC.JANG@jlapets.com); [wod.ship@jlahome.com](mailto:wod.ship@jlahome.com); Yvette Zuniga  
**Subject:** RE: JLA Home -- 9320227747

Hi Yvette

Please schedule accordingly.

Thanks,

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

----- Forwarded message -----  
**From:** Costco Traffic SD <[costcotrafficsd@costco.com](mailto:costcotrafficsd@costco.com)>  
**Date:** Wed, Mar 6, 2019 at 8:54 AM  
**Subject:** Re: JLA Home -- 9320227747

To: Alexandra Garner <[agarner@clservicesinc.com](mailto:agarner@clservicesinc.com)>, Sean Vesey <[svesey@costco.com](mailto:svesey@costco.com)>  
Cc: Costco <[costco@clservicesinc.com](mailto:costco@clservicesinc.com)>

Sean,  
Please advise.

**Costco SD Traffic Team**

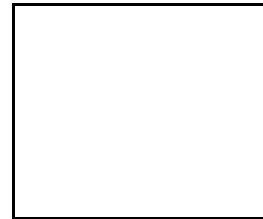
Royah Roberts - Traffic Manager  
(858) 812-1210  
Melissa Gonzalez - Traffic Coordinator  
(858) 812-1257  
Covering depots: 960,584,936, 932 and 929

On Wed, Mar 6, 2019 at 8:48 AM Alexandra Garner <[agarner@clservicesinc.com](mailto:agarner@clservicesinc.com)> wrote:

Good Morning,

I have reached out to the shipper multiple times to schedule this pickup appointment and per Chutney at the vendor, they still have not received this PO, therefore, we are not able to schedule this pickup appointment for Monday (3/11/19).

Please advise, thank you!



ALEXANDRA GARNER  
CUSTOMER SERVICE ASSISTANT  
P: 678.538.2628 | C: 678.471.1602  
  
[CLSERVICESINC.COM](http://CLSERVICESINC.COM)