



Halie Hill <halie.hill@oalogistics.com>

**STEIN B20190917191132**

7 messages

**May Ye** <yefei@syncsoftinc.cn> Fri, Oct 11, 2019 at 2:55 AM  
 To: "sv3.ship" <sv3.ship@jlahome.com>  
 Cc: yanxiaoying <yanxiaoying@scmhome.com>, Ping Gao <ping.gao@jlahome.com>

Hi SV3 team,

Below batch should be shipped on 9/30, but it wasn't shipped due to this PO haven't been ready.

We requested customer to extend this order to 10/7 cancel date, then this PO was re-routed and shipped on 10/4.

Today we get a charge back from customer, it seems that our routing is wrong. Could you please help to check and advise? Thank you!

Customer PO No.	Customer	Batch No.	Requested Ship Date	Cancel After Date	Loc
808702	STEIN	B20190917191132	09/26/2019	10/07/2019	SV3

Best wishes

May Ye

Distribution

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 Tel: 0571 - 85390539 -53042

**Maronda Pierce** <maronda.pierce@oalogistics.com> Fri, Oct 11, 2019 at 5:05 AM  
 To: May Ye <yefei@syncsoftinc.cn>, "sv3.ship" <sv3.ship@jlahome.com>  
 Cc: yanxiaoying <yanxiaoying@scmhome.com>, Ping Gao <ping.gao@jlahome.com>, Stephanie Reed-Lyles <s.lyles@oalogistics.com>

Dashka & Halie,

Please advise what the routing issue was?

MP

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**Dashka Begon** <dashka.begon@oalogistics.com> Fri, Oct 11, 2019 at 7:27 AM  
To: Maronda Pierce <maronda.pierce@oalogistics.com>, May Ye <yefei@syncsoftinc.cn>, "sv3.ship" <sv3.ship@jlahome.com>  
Cc: yanxiaoying <yanxiaoying@scmhome.com>, Ping Gao <ping.gao@jlahome.com>, Stephanie Reed-Lyles <s.lyles@oalogistics.com>

There was no routing issue we routed this order to ship on 10/4 as ping instructed on 10/1.

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**Ping Gao** <ping.gao@jlahome.com> Fri, Oct 11, 2019 at 11:12 AM  
To: Dashka Begon <dashka.begon@oalogistics.com>, Maronda Pierce <maronda.pierce@oalogistics.com>, May Ye <yefei@syncsoftinc.cn>, "sv3.ship" <sv3.ship@jlahome.com>  
Cc: yanxiaoying <yanxiaoying@scmhome.com>, Stephanie Reed-Lyles <s.lyles@oalogistics.com>

Dashka

Please check what you guys did, according to the chargeback, the first one said freight not ready to ship as routed ( CB 1696751 ). Second one said inaccurate ready date ( CB1692790 ), did you request ready date changed? please investigate. Thanks

Best Regards

Ping Gao

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 358 | Fax: 510-490-2861 | E-mail: ping.gao@jlahome.com

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**2 attachments**

 **1696751\_Stein\_Mart\_-\_Business\_Recovery\_Charge\_Notification.pdf**  
48K

 **1692790\_Stein\_Mart\_-\_Business\_Recovery\_Charge\_Notification.pdf**  
48K

**Dashka Begon** <dashka.begon@oalogistics.com>

Sat, Oct 12, 2019 at 9:11 AM

To: Ping Gao <ping.gao@jlahome.com>, Maronda Pierce <maronda.pierce@oalogistics.com>, May Ye <yefei@syncsoftinc.cn>, "sv3.ship" <sv3.ship@jlahome.com>

Cc: yanxiaoying <yanxiaoying@scmhome.com>, Stephanie Reed-Lyles <s.lyles@oalogistics.com>

Ping,

I will investigate.

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**Dashka Begon** <dashka.begon@oalogistics.com>

Thu, Oct 17, 2019 at 8:38 AM

To: Ping Gao <ping.gao@jlahome.com>, Maronda Pierce <maronda.pierce@oalogistics.com>, May Ye <yefei@syncsoftinc.cn>, "sv3.ship" <sv3.ship@jlahome.com>

Cc: yanxiaoying <yanxiaoying@scmhome.com>, Stephanie Reed-Lyles <s.lyles@oalogistics.com>

Hi ping,

After further research first we routed the above batch on 9/19 to ship 9/26 but the orders were not ready in time to ship on 9/26, stein traffic team cancelled the pickup for 9/26 then we had to reroute orders for 9/30 ship date which was routed 9/25 but the orders was still not ready.

So we rerouted orders again for a ship date of 10/4 due to orders not being ready to ship on 9/30.

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**From:** Ping Gao [mailto:ping.gao@jlahome.com]

**Sent:** Friday, October 11, 2019 11:12 AM

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**Halie Hill** <halie.hill@oalogistics.com>

Thu, Oct 17, 2019 at 11:54 AM

To: Stephanie Reed-Lyles <s.lyles@oalogistics.com>

# OA LOGISTICS

*Halie Hill*

*Order Processing Clerk (SV3/SD3)*

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