

David Pham

From: Mia Taylor <sntaylor@costco.com> on behalf of Mia Taylor
Sent: Wednesday, January 22, 2020 9:40 AM
To: David Pham
Cc: Regina Zaragoza; Emily Haight
Subject: Re: US XPRESS PICKUP APT FOR COSTCO

David,

I have spoken with Regina regarding the situation from all sides, but have not received a response as of yet.

Mia

Mia Taylor
LA Regional Buying Office
D.14 Foods and Sundries
Costco Wholesale
714-741-7762
sntaylor@costco.com

On Wed, Jan 22, 2020 at 9:35 AM David Pham <david.pham@jlahome.com> wrote:

Hi Mia

Any update on your decision to waive the CB for us?

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Mia Taylor [mailto:sntaylor@costco.com]
Sent: Thursday, January 16, 2020 9:18 AM
To: David Pham
Cc: Costco Traffic LA; Regina Zaragoza
Subject: Re: US XPRESS PICKUP APT FOR COSTCO

Thank you very much.

Mia

Mia Taylor

LA Regional Buying Office

D.14 Foods and Sundries

Costco Wholesale

714-741-7762

sntaylor@costco.com

On Thu, Jan 16, 2020 at 9:12 AM David Pham <david.pham@jlahome.com> wrote:

Hi Mia

Please see attached BOL. Both Pos was loaded on trailer 929.

These 2 Pos loaded together to make 60 pallets full truck. So none of the POs will not be loaded by itself.


The carrier did sent 1 too many truck, per their email, that was how Costco tendered to them. We shipped based on the instruction on the Po.

9601001883

9601001884

This PO itself is a full truck load so it will not be loaded incorrectly.

9601001882

SHIP FROM										
Name: E & E COMPANY LTD		Bill of Lading Number: 06757163000378838								
Address: 221 Hanson Way		 (402)06757163000378838								
City/State/Zip: Woodland, CA 95776		CARRIER NAME: US Xpress								
SID#:		Responsible Acct.No:								
PHONE:		Trailer number: 929								
VENDOR: 6552100 FOB: <input type="checkbox"/>		Seal number(s): 27709777								
SHIP TO										
Name: COSTCO MIRA LOMA DEPOT - DRY Location #: 0960		SCAC: USXI								
Address: 11600-A RIVERSIDE DR		Pro Number:								
City/State/Zip: LA/SD, 0960		Freight Charge Terms: (freight charges are prepaid unless marked otherwise)								
MIRA LOMA, CA 91752		Prepaid: Collect: X 3rd Party:								
CID#:		<input type="checkbox"/> Master Bill of Lading: with attached								
Dept: 14 FOB: <input type="checkbox"/>		(check box) underlying Bills of Lading								
THIRD PARTY FREIGHT CHARGES BILL TO:										
Name:		Appointment Time								
Address:		Actual Driver Arrival Time								
City/State/Zip:		Driver Departure Time								
SPECIAL INSTRUCTIONS: Packing List is Attached		<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%; text-align: center;">9:00 AM</td> <td style="width:33%; text-align: center;">9:00 AM</td> <td style="width:33%; text-align: center;">10:55 AM</td> </tr> <tr> <td style="text-align: center;">PM</td> <td style="text-align: center;">PM</td> <td style="text-align: center;">PM</td> </tr> </table>			9:00 AM	9:00 AM	10:55 AM	PM	PM	PM
9:00 AM	9:00 AM	10:55 AM								
PM	PM	PM								
CUSTOMER ORDER INFORMATION										
CUSTOMER ORDER NUMBER	# PKGS	WEIGHT	PALLET/SLIP		ADDITIONAL SHIPPER INFO					
009601001883	21	8101.80	Y	N						
009601001884	39	15046.20	Y	N						
Grand Total	60	23148.00								

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Mia Taylor [mailto:sntaylor@costco.com]
Sent: Thursday, January 16, 2020 9:00 AM
To: Costco Traffic LA; David Pham
Cc: Regina Zaragoza
Subject: Re: US XPRESS PICKUP APT FOR COSTCO

Emily,

Of the following POs that were set to ship on 10/14, do you have the BOLs and trailer #'s of each one? It looks like the carrier may have sent one too many trucks, however it also appears that JLA may not have loaded the POs correctly either.

9601001882 appears to be ok, but please send BOL anyway.

9601001883 Please send trailer # and BOL

9601001883 Please send trailer # and BOL

What I'm attempting to figure out is if PO#9601001883 was loaded by JLA by itself even though it was specified to ship with PO# 9601001884. One of the extra trucks could have possibly been turned away if Traffic or myself had received a phone call regarding the situation at that time.

Mia

Mia Taylor

LA Regional Buying Office

D.14 Foods and Sundries

Costco Wholesale

714-741-7762

sntaylor@costco.com

On Wed, Jan 15, 2020 at 3:42 PM Costco Traffic LA <costcotrafficla@costco.com> wrote:

Hello Mia,

I see the vendor is once again asking for this charge to be reversed. If you strongly feel this charge should not apply to the vendor, I can reverse the charge from them, but it would then be charged to buyer margin.

(insert Jeopardy song here)

Renee

Thank you,

LA Region Traffic Team | **Costco Wholesale**

CostcoTrafficLA@costco.com

Renee Lennon - [714-741-7705](tel:714-741-7705) - LA Traffic Manager

Otto Pitzen - [714-741-7783](tel:714-741-7783) - LA Traffic Manager

11000 Garden Grove Blvd, Suite 201 Garden Grove, CA 92843

Our Mira Loma facilities will have limited receiving schedules on 1/17/20 and 1/18/20. This will include locations 276 / 283 / 929 / 944 / 960 / 961 / 1181 / 1321 / 1995.

On Tue, Jan 14, 2020 at 1:01 PM Costco Traffic LA <costcotrafficla@costco.com> wrote:

That is interesting! I'm attaching the load tenders for you. Most definitely tendered as two loads.

Renee ·

P.S. Please tell them to leave us alone now. I'm not changing the status on these.

Thank you,

LA Region Traffic Team | **Costco Wholesale**

CostcoTrafficLA@costco.com

Renee Lennon - [714-741-7705](tel:714-741-7705) - LA Traffic Manager

Otto Pitzen - [714-741-7783](tel:714-741-7783) - LA Traffic Manager

11000 Garden Grove Blvd, Suite 201 Garden Grove, CA 92843

Our Mira Loma facilities will have limited receiving schedules on 1/17/20 and 1/18/20. This will include locations 276 / 283 / 929 / 944 / 960 / 961 / 1181 / 1321 / 1995.

On Tue, Jan 14, 2020 at 12:49 PM Mia Taylor <sntaylor@costco.com> wrote:

Thank you. That seems very strange, since I order this vendor in AR as a combination load. I will double check my maintenance just in case.

Mia

Mia Taylor

LA Regional Buying Office

D.14 Foods and Sundries

Costco Wholesale

714-741-7762

sntaylor@costco.com

On Tue, Jan 14, 2020 at 12:28 PM Costco Traffic LA <costcotrafficla@costco.com> wrote:

Hi Mia,

Traffic has denied their request for a reversal more than once. Apparently the PO's were not grouped in GPO in time so they did not tender to the carrier as one load. They were tendered as two separate loads. Our opinion is, if the vendor knew they were shipping together, why did they give the carrier two appointments? Our carrier was given two pick up appointments, sent two trucks, for two load tenders. The carrier did as they were instructed.

This would be more of a buyer error or vendor error. This is not carrier error. When the PO's were tendered to the carrier, they were under two separate loads. Not one load. The vendor could have reached out to any of us at any time to confirm the carrier needed two appointments. We didn't know about the issue until after the fact and it was too late to avoid the charge by then.

We will not charge the carrier. Nor will we void the charge. The carrier needs to pay the driver for his time to pick up a load that apparently didn't exist. This is a standard charge of \$400 for truck ordered not used.

Renee

Thank you,

LA Region Traffic Team | **Costco Wholesale**

CostcoTrafficLA@costco.com

Renee Lennon - [714-741-7705](tel:714-741-7705) - LA Traffic Manager

Otto Pitzen - [714-741-7783](tel:714-741-7783) - LA Traffic Manager

11000 Garden Grove Blvd, Suite 201 Garden Grove, CA 92843

Our Mira Loma facilities will have limited receiving schedules on 1/17/20 and 1/18/20. This will include locations 276 / 283 / 929 / 944 / 960 / 961 / 1181 / 1321 / 1995.

On Tue, Jan 14, 2020 at 11:00 AM Mia Taylor <sntaylor@costco.com> wrote:

Traffic,

Can you please verify what the vendor has stated? Once verified, should the vendor file a claim?

Thank you.

Mia

Mia Taylor

LA Regional Buying Office

D.14 Foods and Sundries

Costco Wholesale

714-741-7762

sntaylor@costco.com

On Tue, Jan 14, 2020 at 10:09 AM Emily Haight <emily.haight@jlahome.com> wrote:

Hi Regina and Mia,

I wanted to follow back up on my email from 1/6. Are you able to help me to look into this chargeback?

Best Regards

Emily Haight

JLA Home

Phone-678) 907-4420

From: Emily Haight [mailto:emily.haight@jlahome.com]

Sent: Monday, January 6, 2020 3:49 PM

To: 'Regina Delgado'; 'Mia Taylor'; 'costcotrafficla@costco.com'

Cc: 'David Pham'

Subject: FW: US XPRESS PICKUP APT FOR COSTCO

Hi Regina and Mia,

We recently received a chargeback for 2 PO's that should have shipped together but shipped separately. I would like to ask for your help to reverse the chargeback. We reviewed this with the warehouse and were advised to reach out to the buyer.

I don't think JLA should be responsible for the TONU. The 2 POs were to ship together on the same truck, as the EDI instruction said to ship together. How it should be tendered to carrier that way. These are collect orders so the Costco traffic team would need to tender the order so that both orders ship on the same truck.

As you can see from our scheduling emails below, our scheduler, scheduled the 2 POs together the same time slot. This is how we schedule for many Costco POs shipping together in the past without issue. We are not aware of carrier sending two drivers until after the fact. With that said, please review and help to reverse this chargeback.

Let me know if you have any questions.

Customer Code:	COSTCO	Ship To:
PO No:	009601001883	0960
PO Date:	10/01/2019	COSTCO MIRA LOMA DRY
850 Requested Ship Date:	10/14/2019	11600 RIVERSIDE DR
		MIRA LOMA, CA 91752
Instruction:	LA REGION PO / HAWAII SHIP W/ 9601001884 This order incorporates the Costco Wholesale Standard Terms, as they may be amended from time to time, and any applicable signed agreements between us.	

Best Regards

Emily Haight

JLA Home

Phone-678) 907-4420

From: Costco Traffic LA [mailto:costcotrafficla@costco.com]

Sent: Friday, December 20, 2019 11:56 AM

To: David Pham

Cc: Danielle Roberts; Elaine Sepe; Meredith Hogsed; Costco; emily.haight

Subject: Re: US XPRESS PICKUP APT FOR COSTCO

David,

I sent this to the buyer so it is no longer in our hands. It is now a Buyer's decision, not Traffic.

Renee

Thank you,

Happy Holidays!

LA Region Traffic Team | Costco Wholesale

CostcoTrafficLA@costco.com

Renee Lennon - [714-741-7705](tel:714-741-7705) - LA Traffic Manager

Otto Pitzen - [714-741-7783](tel:714-741-7783) - LA Traffic Manager

11000 Garden Grove Blvd, Suite 201 Garden Grove, CA 92843

On Fri, Dec 20, 2019 at 9:16 AM David Pham <david.pham@jlahome.com> wrote:

Hi Renee

Happy Friday. Do you have an update?

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Costco Traffic LA [mailto:costcotrafficla@costco.com]
Sent: Tuesday, December 17, 2019 1:05 PM
To: David Pham
Cc: Danielle Roberts; Elaine Sepe; Meredith Hogsed; Costco
Subject: Re: US XPRESS PICKUP APT FOR COSTCO

Hello David,

Although I am standing my ground that it should have been communicated to the carrier, ICS, or Traffic that the carrier was requesting separate pick up appts, I have forwarded all the information to the buyer. She will then let us know her thoughts and how she believes this should be handled.

When we hear back from her, I will let you know. Renee

Thank you,

Happy Holidays!

LA Region Traffic Team | **Costco Wholesale**

CostcoTrafficLA@costco.com

Renee Lennon - [714-741-7705](tel:714-741-7705) - LA Traffic Manager

Otto Pitzen - [714-741-7783](tel:714-741-7783) - LA Traffic Manager

11000 Garden Grove Blvd, Suite 201 Garden Grove, CA 92843

On Tue, Dec 17, 2019 at 10:07 AM David Pham <david.pham@jlahome.com> wrote:

Hi Renee

Following up on 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: David Pham [mailto:david.pham@jlahome.com]

Sent: Monday, December 16, 2019 4:39 PM

To: 'Costco Traffic LA'

Cc: 'Danielle Roberts'; 'Elaine Sepe'; 'Meredith Hogsed'; 'Costco'

Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Hi Renee

I don't think we should be responsible for the TONU. The 2 POs were to be ship together on the same truck, as the EDI instruction said to ship together. How it should be tendered to carrier that should be Costco traffic responsibility.

As you can see from our scheduling email, our scheduler scheduled the 2 POs together the same time slot. This is how we scheduling for many Costco POs, shipping together, in the past without issue. We are not aware of carrier sending two drivers until after the fact.

With that said, please review and relieves us of this chargeback.

Customer Code: COSTCO
PO No: 009601001883
PO Date: 10/01/2019
850 Requested Ship Date: 10/14/2019

Ship To:
0960
COSTCO MIRA LOMA DRY
11600 RIVERSIDE DR
MIRA LOMA, CA 91752

Instruction: LA REGION PO / HAWAII SHIP W/ 9601001884 This order incorporates the Costco Wholesale Standard Terms, as they may be amended from time to time, and any applicable signed agreements between us.

Sent: Friday, October 4, 2019 12:33 PM
To: Meredith Hogsed <mhogsed@usxpress.com>; WOD.SHIP@jlahome.com
Cc: Costco <Costco@usxpress.com>
Subject: US XPRESS PICKUP APT FOR COSTCO

Hello

Please confirm pick up times below:

9601001882 for 10/14 @ 0800

9601001884 & 9601001883 for 10/14 @ 0900

Thank you,

Elaine Sepe

Traffic Coordinator

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Costco Traffic LA [mailto:costcotrafficla@costco.com]

Sent: Monday, December 16, 2019 4:24 PM

To: David Pham

Cc: Danielle Roberts; Elaine Sepe; Meredith Hogsed; Costco

Subject: Re: US XPRESS PICKUP APT FOR COSTCO

Hello David,

With our automated system, we never see the orders unless there is an issue. And generally, it's after the fact.

In this case, we can only hold the vendor responsible. If you were aware there should have been 2 PO's shipping together, why were 2 trucks scheduled?

Renee

Thank you,

Happy Holidays!

LA Region Traffic Team | Costco Wholesale

CostcoTrafficLA@costco.com

Renee Lennon - [714-741-7705](tel:714-741-7705) - **LA Traffic Manager**

Otto Pitzen - [714-741-7783](tel:714-741-7783) - **LA Traffic Manager**

11000 Garden Grove Blvd, Suite 201 Garden Grove, CA 92843

On Mon, Dec 16, 2019 at 12:14 PM David Pham <david.pham@jlahome.com> wrote:

Hi Costco LA traffic

Any advise 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: Danielle Roberts [mailto:dwatson@usxpress.com]
Sent: Monday, December 16, 2019 10:21 AM
To: 'David Pham'; Elaine Sepe
Cc: Meredith Hogsed; Costco; Costco Traffic LA
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Okay, it was sent to us as two separate loads and we were never informed of anything different. That is why two drivers were sent in that day. I have attached both load tenders.

Thank you

Danielle Roberts (Watson) | Customer Experience Representative

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

dwatson@usxpress.com | www.usxpress.com

From: David Pham <david.pham@jlahome.com>
Sent: Monday, December 16, 2019 1:18 PM
To: Danielle Roberts <dwatson@usxpress.com>; Elaine Sepe <elaine.sepe@oalogistics.com>
Cc: Meredith Hogsed <mhogsed@usxpress.com>; Costco <Costco@usxpress.com>; Costco Traffic LA <costcotrafficla@costco.com>
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Hi Danielle

PO 9601001884 and 9601001883 was EDI to us to ship together on the same truck. If there was any confusion, you will need to work that out with Costco. I have CC LA traffic team on this email to clarify any confusion.

As for this TONU charge, we will should not be responsible for it.

Hi LA traffic team

Please advise.

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Danielle Roberts [mailto:dwatson@usxpress.com]

Sent: Monday, December 16, 2019 10:14 AM

To: 'David Pham'; Elaine Sepe

Cc: Meredith Hogsed; Costco; Costco Traffic LA

Subject: RE: US XPRESS PICKUP APT FOR COSTCO

I apologize David. I mixed this up with another load. There was only 1 driver sent in for this PO and he was not able to get loaded due to our first driver being loaded with both POs.

We sent in 1 driver for PO 9601001884 and 1 driver for 9601001883 as these were tendered to us as two separate loads. When the driver for PO 9601001884 arrived he was loaded with both POs. So, when our driver arrived later that same day to pickup 9601001883 he was not able to get loaded. That is why we requested a TONU.

Thank you!

Danielle Roberts (Watson) | Customer Experience Representative

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

dwatson@usxpress.com | www.usxpress.com

From: David Pham <david.pham@jlahome.com>
Sent: Monday, December 16, 2019 1:10 PM
To: Danielle Roberts <dwatson@usxpress.com>; Elaine Sepe <elaine.sepe@oalogistics.com>
Cc: Meredith Hogsed <mhogsed@usxpress.com>; Costco <Costco@usxpress.com>; Costco Traffic LA <costcotrafficla@costco.com>
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Hi Danielle

We received a TONU chargeback for PO 9601001883, due to this reason.

Please confirm you will resolves this with Costco.

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Danielle Roberts [mailto:dwatson@usxpress.com]
Sent: Monday, December 16, 2019 10:07 AM
To: 'David Pham'; Elaine Sepe
Cc: Meredith Hogsed; Costco
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Hello,

This was a mistake on our end and we now have this all sorted out.

Thank you!

Danielle Roberts (Watson) | Customer Experience Representative

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

dwatson@usxpress.com | www.usxpress.com

From: David Pham <david.pham@jlahome.com>

Sent: Monday, December 16, 2019 1:01 PM

To: Elaine Sepe <elaine.sepe@oalogistics.com>

Cc: Danielle Roberts <dwatson@usxpress.com>; Meredith Hogsed <mhogsed@usxpress.com>; Costco <Costco@usxpress.com>

Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Hi Danielle

How many driver(s) was sent for this PO 9601001883?

Thanks,

David Pham

Sr. Distribution Coordinator

E&E Co Ltd DBA JLA Home

Tel: 510-490-9788 x 144

Fax: 510-490-2861

From: Elaine Sepe [mailto:elaine.sepe@oalogistics.com]
Sent: Monday, December 16, 2019 9:53 AM
To: David Pham
Subject: US XPRESS PICKUP APT FOR COSTCO

Hi David

Email trial for PO 009601001883.

Thank you,

Elaine Sepe

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext 125

elaine.sepe@oalogistics.com

SHIPPING HOURS: M-F 0700 TO 1400

LUNCH HOURS: 1000 TO 1100



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

From: Elaine Sepe [mailto:elaine.sepe@oalogistics.com]
Sent: Tuesday, October 15, 2019 11:15 AM
To: 'Danielle Roberts'
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Your welcome ☺

Thank you,

Elaine Sepe

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext 125

elaine.sepe@oalogistics.com

SHIPPING HOURS: M-F 0700 TO 1400

LUNCH HOURS: 1000 TO 1100



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

From: Danielle Roberts [mailto:dwatson@usxpress.com]
Sent: Tuesday, October 15, 2019 11:10 AM
To: Elaine Sepe; Meredith Hogsed; WOD.SHIP@jlahome.com
Cc: Costco
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Thank you

Danielle Roberts (Watson) | Customer Experience Representative

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

dwatson@usxpress.com | www.usxpress.com

From: Elaine Sepe <elaine.sepe@oalogistics.com>
Sent: Tuesday, October 15, 2019 2:07 PM
To: Danielle Roberts <dwatson@usxpress.com>; Meredith Hogsed <mhogsed@usxpress.com>; WOD.SHIP@jlahome.com
Cc: Costco <Costco@usxpress.com>
Subject: US XPRESS PICKUP APT FOR COSTCO

Hi Danielle

Please see BOL attached.

Thank you,

Elaine Sepe

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext 125

elaine.sepe@oalogistics.com

SHIPPING HOURS: M-F 0700 TO 1400

LUNCH HOURS: 1000 TO 1100



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

From: Danielle Roberts [mailto:dwatson@usxpress.com]

Sent: Tuesday, October 15, 2019 9:11 AM

To: Elaine Sepe; Meredith Hogsed; WOD.SHIP@jlahome.com

Cc: Costco
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Okay, do you happen to have the truck or trailer number? Could you please send me a copy of the BOL?

Thank you

Danielle Roberts (Watson) | Customer Experience Representative

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

dwatson@usxpress.com | www.usxpress.com

From: Elaine Sepe <elaine.sepe@oalogistics.com>
Sent: Tuesday, October 15, 2019 12:06 PM
To: Danielle Roberts <dwatson@usxpress.com>; Meredith Hogsed <mhogsed@usxpress.com>; WOD.SHIP@jlahome.com
Cc: Costco <Costco@usxpress.com>
Subject: US XPRESS PICKUP APT FOR COSTCO

Hi Danielle

A US Xpress driver came in and signed in for load 9601001883 and we loaded him.

Thank you,

Elaine Sepe

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext 125

elaine.sepe@oalogistics.com

SHIPPING HOURS: M-F 0700 TO 1400

LUNCH HOURS: 1000 TO 1100



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

From: Danielle Roberts [mailto:dwatson@usxpress.com]

Sent: Tuesday, October 15, 2019 7:19 AM

To: Elaine Sepe; Meredith Hogsed; WOD.SHIP@jlahome.com

Cc: Costco

Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Hello,

Can you please advise the carrier/driver that you loaded for PO 9601001883?

Thank you!

Danielle Roberts (Watson) | Customer Experience Representative

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

dwatson@usxpress.com | www.usxpress.com

From: Elaine Sepe <elaine.sepe@oalogistics.com>

Sent: Monday, October 14, 2019 5:30 PM

To: Danielle Roberts <dwatson@usxpress.com>; Meredith Hogsed <mhogsed@usxpress.com>; WOD.SHIP@jlahome.com

Cc: Costco <Costco@usxpress.com>

Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Hello

The driver has been loaded.

Thank you,

Elaine Sepe

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext 125

elaine.sepe@oalogistics.com

SHIPPING HOURS: M-F 0700 TO 1400

LUNCH HOURS: 1000 TO 1100



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

From: Danielle Roberts [mailto:dwatson@usxpress.com]
Sent: Monday, October 14, 2019 1:50 PM
To: Meredith Hogsed; Elaine Sepe; WOD.SHIP@jlahome.com
Cc: Costco
Subject: RE: US XPRESS PICKUP APT FOR COSTCO
Importance: High

Following up? Please advise!

Danielle Roberts (Watson) | Customer Experience Representative

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

dwatson@usxpress.com | www.usxpress.com

From: Danielle Roberts <dwatson@usxpress.com>
Sent: Monday, October 14, 2019 4:31 PM
To: Meredith Hogsed <mhogsed@usxpress.com>; Elaine Sepe <elaine.sepe@oalogistics.com>; WOD.SHIP@jlahome.com
Cc: Costco <Costco@usxpress.com>
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Hello,

Driver is on site to pick up PO 9601001883 and is being told this has shipped already. Can you please advise?

Thank you!

Danielle Roberts (Watson) | Customer Experience Representative

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.4135

Main: 423.510.6583

dwatson@usxpress.com | www.usxpress.com

From: Meredith Hogsed <mhogsed@usxpress.com>
Sent: Friday, October 4, 2019 12:36 PM
To: Elaine Sepe <elaine.sepe@oalogistics.com>; WOD.SHIP@jlahome.com
Cc: Costco <Costco@usxpress.com>
Subject: RE: US XPRESS PICKUP APT FOR COSTCO

Confirmed.

Thank you,

Meredith Hogsed | Customer Experience Support

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.3469

Fax: 423.485.7223

mhogsed@usxpress.com | www.usxpress.com

From: Elaine Sepe <elaine.sepe@oalogistics.com>

Sent: Friday, October 4, 2019 12:33 PM

To: Meredith Hogsed <mhogsed@usxpress.com>; WOD.SHIP@jlahome.com

Cc: Costco <Costco@usxpress.com>

Subject: US XPRESS PICKUP APT FOR COSTCO

Hello

Please confirm pick up times below:

9601001882 for 10/14 @ 0800

9601001884 & 9601001883 for 10/14 @ 0900

Thank you,

Elaine Sepe

Traffic Coordinator

221 Hanson Way

Woodland, CA 95776

Office: (530)669-5991 Ext 125

elaine.sepe@oalogistics.com

SHIPPING HOURS: M-F **0700 TO 1400**

LUNCH HOURS: **1000 TO 1100**



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

From: Meredith Hogsed [mailto:mhogsed@usxpress.com]

Sent: Tuesday, October 01, 2019 1:17 PM

To: WOD.SHIP@JLAHOME.COM

Cc: Costco

Subject: US XPRESS PICKUP APT

Hello,

Can we please schedule a pickup apt for the following?

9601001882 for 10/14

9601001884 for 10/14

9601001883 for 10/14

Thank you,

Meredith Hogsed | Account Support 2

U.S. Xpress, Inc.

4080 Jenkins Road | Chattanooga, TN 37421

Office: 423.510.3469

Fax: 423.485.7223

mhogsed@usxpress.com | www.usxpress.com