

Mিনny Huang

From: Isabel Munoz <isabel.munoz@jlahome.com> on behalf of Isabel Munoz
Sent: Monday, June 29, 2020 10:48 AM
To: Minny Huang; Clarita Cardenas; Hailey Zhang
Cc: Norma Padilla
Subject: INTERNAL LVP RECLINER: Kirby Claim
Attachments: image001.jpg; Documents-61560055.pdf

Hi Minny,

Kirby style SVTD100-0003, SKU 1074391482, attaching again the invoice. Chargeback amount is \$140.
Thank you very much,

Isabel Muñoz
International Sales Coordinator

JLA Home/SCM Home
(510) 490 9788 Ext. **886**

isabel.munoz@jlahome.com

From: Minny Huang [mailto:minny.huang@jlahome.com]
Sent: Monday, June 29, 2020 10:40 AM
To: Clarita Cardenas; Hailey Zhang
Cc: Isabel Munoz; Norma Padilla
Subject: RE: INTERNAL LVP RECLINER: Kirby Claim

Would you please provide the chargeback amount/item# for me to create charge back?

Best Regards,

Mিনny Huang
E&E Co. Ltd. dba JLA Home
45875 Northport Loop East, Fremont, CA 94538
P: 510.490.9788 x 150 | F: 510.403.7270
Minny.huang@jlahome.com

From: Clarita Cardenas [mailto:clarita.cardenas@jlahome.com]
Sent: Sunday, June 28, 2020 10:08 PM
To: Hailey Zhang; Minny Huang
Cc: Isabel Munoz; Norma Padilla
Subject: RE: INTERNAL LVP RECLINER: Kirby Claim

Ladies,
we need to answer with the credit note to the client...as this is really more urgent. With our good service we sell more....an dit ends up being more money for JLA .
Thanks

Clarita Cardenas
International Division

SCM Home | JLA Home | Olliix
Fremont, California
C: 925.457.8297 O: 925.933.9445
Headquarters 510-490-9788

From: Hailey Zhang [mailto:hailey.zhang@jlahome.com]
Sent: Friday, June 26, 2020 7:14 PM
To: 'Minnie Huang'
Cc: 'Isabel Munoz'; 'Clarita Cardenas'; 'Norma Padilla'
Subject: 答复: INTERNAL LVP RECLINER: Kirby Claim

Hi Minny

Pls could you create a charge back in EEC? So I can charge back to factory.

Thank you!



Hailey Zhang
45875 Northport Loop East, Fremont, CA, 94538
hailey.zhang@jlahome.com
Office: 510-946-2264

发件人: Minny Huang [mailto:minny.huang@jlahome.com]
发送时间: Friday, June 26, 2020 5:46 PM
收件人: Hailey Zhang
抄送: Isabel Munoz; Clarita Cardenas; Norma Padilla
主题: Re: INTERNAL LVP RECLINER: Kirby Claim

Thanks Hailey. When it is ready, would you please CC me in the loop so that I can send the balance to the customer. Thank you!

Best Regards,

Minnie Huang Accounting Dept

E&E Co. Ltd. dba JLA Home

45875 Northport Loop East, Fremont, CA 94538

P: 510.490.9788 x 150 | **F:** 510.403.7270

Minnie.huang@jlahome.com

On Fri, Jun 26, 2020 at 5:42 PM Hailey Zhang <hailey.zhang@jlahome.com> wrote:

Hi Minny

Yes, we will give credit for the damage claim from Liverpool.

Thank you!



Hailey Zhang
45875 Northport Loop East, Fremont, CA, 94538
hailey.zhang@jlahome.com
Office: 510-946-2264

发件人: Minny Huang [mailto:minny.huang@jlahome.com]
发送时间: Friday, June 26, 2020 3:23 PM
收件人: Isabel Munoz
抄送: Clarita Cardenas; norma.padilla@jlahome.com; Hailey Zhang
主题: RE: INTERNAL LVP RECLINER: Kirby Claim

Hi Isabel,

Let's me check with Hailey.

Hi Hailey,

Would you please help to check if we honor credit for attached damage claim. Thank you!

Best Regards,

Minnie Huang

E&E Co. Ltd. dba JLA Home

45875 Northport Loop East, Fremont, CA 94538

P: 510.490.9788 x 150 | F: 510.403.7270

Minny.huang@jlahome.com

From: Isabel Munoz [mailto:isabel.munoz@jlahome.com]
Sent: Friday, June 26, 2020 3:12 PM
To: minny.huang@jlahome.com
Cc: Clarita Cardenas; norma.padilla@jlahome.com; Hailey Zhang
Subject: INTERNAL LVP RECLINER: Kirby Claim

Dear Minny,

I hope you are doing good. Can you please help us with below request for Liverpool Mexico, one recliner was damaged, Kirby style SVTD100-0003, SKU 1074391482 . See attached images for your reference.

Thank you in advance.

Isabel Muñoz

International Sales Coordinator

JLA Home/SCM Home

(510) 490 9788 Ext. 886

isabel.munoz@jlahome.com

From: Harry Tao [mailto:harry.tao@jlahome.com]
Sent: Thursday, June 25, 2020 4:51 PM
To: Norma Padilla
Cc: Clarita Cardenas; isabel.munoz@jlahome.com; Hailey Zhang
Subject: RE: LVP RECLINER: Kirby Claim

Hi Norma,

Accounting team need to create a charge back based on credit note so Hailey can charge back to factory.

Thanks,

Harry

Harry Tao

Director, Business Intelligence

E & E Co., Ltd.

Fremont, California

Phone: 510-490-9788 x 281

Email: harry.tao@jlahome.com

From: Norma Padilla [mailto:norma.padilla@jlahome.com]
Sent: Thursday, June 25, 2020 4:43 PM
To: Harry Tao
Cc: Clarita Cardenas; isabel.munoz@jlahome.com; Hailey Zhang
Subject: RE: LVP RECLINER: Kirby Claim

Hi Harry,

Our customer sent us images of the damaged item and asked for a credit. We sent to our PM Hailey, in copy. So at this point, Hailey should charge to the factory right? So then accounting can issue the credit note?

Thank you,

Norma Padilla

From: Harry Tao [mailto:harry.tao@jlahome.com]
Sent: Thursday, June 25, 2020 4:03 PM
To: Norma Padilla
Cc: Clarita Cardenas; isabel.munoz@jlahome.com; Hailey Zhang
Subject: RE: LVP RECLINER: Kirby Claim

Hi Norma,

There're two ways to handle this.

1. Customer will issue charge back to us: After accounting team receive official charge back from customer, they will create customer charge back and PM will process it and charge back to factory.
2. Customer will not issue charge back to us: PM can issue JLA charge back to factory directly based on inspection result.

Thanks,

Harry

Harry Tao

Director, Business Intelligence

E & E Co., Ltd.

Fremont, California

Phone: 510-490-9788 x 281

Email: harry.tao@jlahome.com

From: Norma Padilla [mailto:norma.padilla@jlahome.com]
Sent: Thursday, June 25, 2020 3:51 PM
To: harry.tao@jlahome.com
Cc: Clarita Cardenas; isabel.munoz@jlahome.com; Hailey Zhang
Subject: RE: LVP RECLINER: Kirby Claim

Hi Harry,

How are you?

We have a furniture claim for a DI order from one of our clients. Hailey mentioned: "As per company's new process, pls set up the charge back case in EEC, so I can charge back from factory."

I don't believe we have this type of access on EEC, can you help us with that or who can? This is new for us, but if it is something we have to do now can the access be for Isabel?

Thank you,

Norma Padilla

JLA Home / SCM Home / Ollix

(510) 490-9788 Ext. 821

From: Hailey Zhang [mailto:hailey.zhang@jlahome.com]
Sent: Wednesday, June 24, 2020 4:00 PM
To: 'Norma Padilla'
Cc: 'Clarita Cardenas'; isabel.munoz@jlahome.com
Subject: 答复: LVP RECLINER: Kirby Claim

Hi Norma

I have the access to issue charge back to factory. You might talk with Harry Tao on this issue.

Thank you!



Hailey Zhang
45875 Northport Loop East, Fremont, CA, 94538
hailey.zhang@jlahome.com
Office: 510-946-2264

发件人: Norma Padilla [mailto:norma.padilla@jlahome.com]
发送时间: Wednesday, June 24, 2020 3:55 PM
收件人: Hailey Zhang
抄送: Clarita Cardenas; isabel.munoz@jlahome.com
主题: RE: LVP RECLINER: Kirby Claim

Hi Hailey,

We don't have that type of EEC access, can you please help to do the chargeback so we can send the client their credit note?

Thank you!

Norma Padilla

JLA Home / SCM Home / Ollix

(510) 490-9788 Ext. 821

From: Hailey Zhang [mailto:hailey.zhang@jlahome.com]
Sent: Wednesday, June 24, 2020 3:51 PM
To: 'Norma Padilla'
Cc: 'Clarita Cardenas'; isabel.munoz@jlahome.com
Subject: 答复: LVP RECLINER: Kirby Claim

Hi Norma

Our QC did investigation in factory. The problem might be caused by not adding enough glue in the production. However, this problem should be individual case.

As per company's new process, pls set up the charge back case in EEC, so I can charge back from factory.

Thank you!



Hailey Zhang
45875 Northport Loop East, Fremont, CA, 94538
hailey.zhang@jlahome.com
Office: 510-946-2264

发件人: Norma Padilla [mailto:norma.padilla@jlahome.com]
发送时间: Monday, June 22, 2020 9:52 AM
收件人: Hailey Zhang
抄送: Clarita Cardenas; isabel.munoz@jlahome.com
主题: RE: LVP RECLINER: Kirby Claim

Hi Hailey,

Any news on this claim?

Thank you!

Norma Padilla

JLA Home / SCM Home / Ollix

(510) 490-9788 Ext. 821

From: Hailey Zhang [mailto:hailey.zhang@jlahome.com]
Sent: Tuesday, June 16, 2020 5:21 PM
To: 'Norma Padilla'

Cc: 'Clarita Cardenas'; isabel.munoz@jlahome.com

Subject: 答复: LVP RECLINER: Kirby Claim

Hi Norma

I have forwarded the photos to production team. Our technician will check how the damage was caused. I will keep you posted.

Thank you!



Hailey Zhang

45875 Northport Loop East, Fremont, CA, 94538

hailey.zhang@jlahome.com

Office: 510-946-2264

发件人: Norma Padilla [<mailto:norma.padilla@jlahome.com>]

发送时间: Tuesday, June 16, 2020 3:37 PM

收件人: Hailey Zhang

抄送: Clarita Cardenas; isabel.munoz@jlahome.com

主题: LVP RECLINER: Kirby Claim

Hi Hailey,

Please see attached images of a Kirby Recliner that was received damaged. Client would like a credit note for this chair. Let us know your comments.

Thank you!

Norma Padilla

JLA Home / SCM Home / Ollix

(510) 490-9788 Ext. 821

From: LILIANA VELEZ CORRAL [mailto:lvelezc@liverpool.com.mx]

Sent: Tuesday, June 16, 2020 2:55 PM

To: Norma Padilla

Cc: GABRIELA PEÑALOZA; Clarita Cardenas; Isabel Munoz; DELOT, LUDOVIC ROBERT GERY; Adolfo LOPEZ CAMACHO; DULCE MARIANA ROCHA DIAZ; Eliseo Meza; ENRIQUE ALEJANDRO Ruiz; IVAN IBARRA MIRANDA; JULIO CESAR HERNANDEZ FUENTES; MARIA DEL SOCORRO Tamayo; Monica VILLAMAR ESPINOSA; NESTOR ISAAC REYNA APARICIO; SHIRLEY FABIOLA ORTEGA RIVERA; CECILIA ESPARZA DAVALOS

Subject: Re: LVP RECLINER: Solicitud de apoyo sepro 0060070199

Buen día Norma,

Claro que si, te anexo nuevamente las imágenes. En caso de requerir algo adicional, favor de hacérselo saber.

¡Gracias y saludos!

El mar., 16 jun. 2020 a las 15:52, Norma Padilla (<norma.padilla@jlahome.com>) escribió:

Buenas tardes Liliana,

Nos podrían compartir las imágenes para revisarlo? Tratamos de abrir las del correo anterior pero no nos permite.

Saludos,

Norma Padilla

JLA Home / SCM Home / Ollix

(510) 490-9788 Ext. 821