



Customer Service <cs@olliix.com>

Fwd: RCWILLEY - CK438630 Inquiry Vendor: Olliix/ JLA Home

4 messages

Justin Chu <justin.chu@jlahome.com>
To: Customer Service <cs@olliix.com>
Cc: JLA - Accounts Receivable <OLLIIX.AR@jlahome.com>

Mon, Jun 19, 2023 at 3:01 PM

Hi Team,

Are you able to verify this short ship and create a CM for this deduction?

Sincerely,

Justin Chu
AR Specialist**E & E Co., Ltd. dba JLA Home**

45875 Northport Loop East, Fremont, CA 94538

justin.chu@jlahome.com

----- Forwarded message -----

From: **Tiffany Stoddard** <tiffany.stoddard@rcwilley.com>
Date: Mon, Jun 19, 2023 at 2:59 PM
Subject: Re: RCWILLEY - CK438630 Inquiry Vendor: Olliix/ JLA Home
To: Justin Chu <justin.chu@jlahome.com>
Cc: JLA - Accounts Receivable <OLLIIX.AR@jlahome.com>

Hi Justin,

Tiffany is out on vacation. My name is Pam. It looks like we were short 6 of the IIF18-0049.

I have attached the paperwork.

Thanks Pam

Thank you,
Tiffany**Tiffany Stoddard**Accounts Payable Clerk
RC Willey | A Berkshire Hathaway Co.
(801) 461-3859 | tiffany.stoddard@rcwilley.com

From: Justin Chu <justin.chu@jlahome.com>
Sent: Monday, June 19, 2023 1:44 PM
To: Tiffany Stoddard <tiffany.stoddard@rcwilley.com>
Cc: JLA - Accounts Receivable <OLLIIX.AR@jlahome.com>
Subject: RCWILLEY - CK438630 Inquiry Vendor: Olliix/ JLA Home

Hi Tiffany,

There seems to be a short payment of **\$1,137.12** on your account from Check#438630. You paid 6,488.43 while the invoice amount is for \$7,625.55. Please advise

Sincerely,

Justin Chu
AR Specialist

E & E Co., Ltd. dba JLA Home

[45875 Northport Loop East, Fremont, CA 94538](#)

justin.chu@jlahome.com



INVOICE and SHIPMENT CONFIRMATION for Olliix order no._ 20713912 (invoice no._ 47013208).pdf
696K

Customer Service <cs@olliix.com>
To: Justin Chu <justin.chu@jlahome.com>
Cc: JLA - Accounts Receivable <OLLIIIX.AR@jlahome.com>

Mon, Jun 19, 2023 at 3:20 PM

Hello Justin,

Their claims were never reported to us so this is invalid, sir.

Regards,
Arjay
Olliix Customer Service
1.855.842.4358
CS@Olliix.com

[Quoted text hidden]

Stacey Martinez <stacey.martinez@jlahome.com>
To: Customer Service <cs@olliix.com>
Cc: Justin Chu <justin.chu@jlahome.com>, JLA - Accounts Receivable <OLLIIIX.AR@jlahome.com>

Mon, Jun 19, 2023 at 4:13 PM

Hi Arjay,

Is there a time frame until when they can report shortages?

Thank you!

Regards,

Stacey Alison Martinez

AR Department

E&E Co. Ltd DBA JLA Home
[45875 Northport Loop E.](#)
[Fremont, CA 94538](#)
TEL: 510-490-9788 EXT. 121

[Quoted text hidden]

Customer Service <cs@olliix.com>

Mon, Jun 19, 2023 at 4:30 PM

To: Stacey Martinez <stacey.martinez@jlahome.com>

Cc: Justin Chu <justin.chu@jlahome.com>, JLA - Accounts Receivable <OLLIIX.AR@jlahome.com>

Stacey,

Any discrepancies with an order should be reported within 30 days of receipt. I am checking with the carrier to see if the 6 shorted units might have delivered at a later date. If not, I requested the carrier do a dock search to see if the missing units can be found and delivered to the customer.

We will have to get back to you once we receive a response from the carrier.

20713912

Sincerely,

Melissa

Olliix Customer Service

1.855.842.4358

CS@Olliix.com

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