



Melissa Brown <melissa.brown@jlahome.com>

Address error overridden: Please provide a valid shipping address – order 20774654 / SO-012239114 / PO-0003375339

3 messages

Melissa Brown <melissa.brown@jlahome.com>
To: EEC Help Desk <eechelpdesk@jlahome.com>
Cc: CS Traffic <cstraffic@ollix.com>

Wed, Feb 7, 2024 at 2:37

EEC,

This order was in error status because it had an invalid ship to address but someone overrode the error before the address error could be corrected?

We just received the correct address today from the dealer but because the error was cleared the order will not be delivered to the customer without us having to contact UPS to update the address to the one the customer provided below. The customer will be charged an additional fee for each tracking number we ask UPS to update?

Please advise why the error was overridden.

20351 Meander Ln Huntington Beach, CA 92646

Type	Sub Type	Field	Change Desc	From	To	Change By	Change Desc
Order	PO Header	Status	Modify Status from "ShippedConfirmedSent" to "Completed" (2 ShippedConfirmedSent)	Completed	Completed	eechelpdesk@jlahome.com	2/7/2024 6:52:38 AM
Order	PO Header	Status	Modify Status from "Open" to "ShippedConfirmedSent" (20774)	Open	ShippedConfirmedSent	eechelpdesk@jlahome.com	2/7/2024 6:50:16 AM
Order	PO Header	EEC Shipped	Modify EEC Shipped from "False" to "True" (20774654)	False	True	eechelpdesk@jlahome.com	2/7/2024 6:18:58 AM
Order	PO Header	Updated	Modify Updated from "False" to "True" (20774654)	False	True	eechelpdesk@jlahome.com	2/6/2024 10:20:06 PM
Order	PO Header	UploadDate	Modify UploadDate from "13/0001 12:00:00 AM" to "2/6/2024 11:30:00 AM" (20774654)	13/0001 12:00:00 AM	2/6/2024 11:30:00 AM	eechelpdesk@jlahome.com	2/6/2024 10:20:06 PM
Order	PO Header	OrderPhoneNo	Modify OrderPhoneNo from "Order Creation" to "Pre-Prep Order Creation" (20774654)	Order Creation	Pre-Prep Order Creation	eechelpdesk@jlahome.com	2/6/2024 10:20:06 PM
Order	PO Header	ExchangeRate	Modify ExchangeRate from "0" to "1" (20774654)	0	1	eechelpdesk@jlahome.com	2/6/2024 10:20:06 PM
Order	PO Header	Currency	Modify Currency from "" to "USD" (20774654)		USD	eechelpdesk@jlahome.com	2/6/2024 10:20:06 PM
Order	PO Header	Status	Modify Status from "Open" to "ShippedConfirmedSent" (20774654)	Open	ShippedConfirmedSent	eechelpdesk@jlahome.com	2/6/2024 10:15:53 PM
Order	PO Header	Status	Modify Status from "Open" to "Error" (20774654)	Open	Error	eechelpdesk@jlahome.com	2/6/2024 11:19:23 AM
Order	Line Item	ItemDescription	Modify ItemDescription from "16" to "Ballast Saddle Counter Block" (20774654)	16	Ballast Saddle Counter Block	eechelpdesk@jlahome.com	2/6/2024 11:19:23 AM

Ship To:	<input type="checkbox"/> Copy from Bill To
Name:	KEVIN KASMARSIK
Company Name:	
Address 1:	20351 Meander Ln
Address 2:	
City:	Bellflower
State:	CA
Zip Code:	90706
Zipcode Ext:	
Country:	United States
AP's Email:	

Melissa Brown
Customer Service Manager
E & E Co., Ltd dba JLA Home
925-583-9305
melissa.brown@jlahome.com

----- Forwarded message -----
From: **Guest Services Dropship** <guestservicesdropship@livingspaces.com>
Date: Wed, Feb 7, 2024 at 12:18 PM
Subject: Re: Please provide a valid shipping address – order 20774654 / SO-012239114 / PO-0003375339
To: Melissa Brown <melissa.brown@jlahome.com>
Cc: Selina F. Frias <Selina.Frias@livingspaces.com>, Gladesh Magsacay <gladesh.magsacay@laphilippine.com>, Melanie Byers <Melanie.Byers@livingspaces.com>, Laci Haven <laci.haven@jlahome.com>, CS Traffic <cstraffic@ollix.com>, Mallory Pirie <mallory.pirie@jlahome.com>

Hi Melissa,
Here is the correct delivery address for this order:

20351 Meander Ln Huntington Beach, CA 92646

Thank you so kindly for all your support.

Warmest Regards,
Christina
Living Spaces Dropship Delivery Support Team



From: Melissa Brown <melissa.brown@jlahome.com>
Sent: Tuesday, February 6, 2024 10:36 AM
To: Guest Services Dropship <guestservicesdropship@livingspaces.com>
Cc: Selina F. Frias <Selina.Frias@livingspaces.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melanie Byers <Melanie.Byers@livingspaces.com>; Laci Haven <laci.haven@jlahome.com>; CS Traffic <cstraffic@ollix.com>; Mallory Pirie <mallory.pirie@jlahome.com>
Subject: Re: Please provide a valid shipping address – order 20774654 / SO-012239114 / PO-0003375339

Hello,
 Yes, this is for PO-0003375339.
 Thank you

Melissa Brown
 Customer Service Manager
 E & E Co. , Ltd dba JLA Home
 925-583-9305
Melissa.brown@jlahome.com

On Tue, Feb 6, 2024 at 10:19 AM Guest Services Dropship <guestservicesdropship@livingspaces.com> wrote:

Hello all,
 We will reach out to the customer to request the delivery address. Once the customer responds we will update you.
 Can you please confirm this is for PO#, PO-0003375339

Thank you so kindly for all your support.

Warmest Regards,
 Christina
Living Spaces Dropship Delivery Support Team



From: Melissa Brown <melissa.brown@jlahome.com>
Sent: Tuesday, February 6, 2024 9:17 AM
To: Guest Services Dropship <guestservicesdropship@livingspaces.com>
Cc: Selina F. Frias <Selina.Frias@livingspaces.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melanie Byers <Melanie.Byers@livingspaces.com>; Laci Haven <laci.haven@jlahome.com>; CS Traffic <cstraffic@ollix.com>; Mallory Pirie <mallory.pirie@jlahome.com>
Subject: Re: Please provide a valid shipping address – order 20774654

Hello,
 Please confirm the shipping address for this order or advise if you would like it cancelled.
 Thank you

Melissa Brown
 Customer Service Manager
 E & E Co. , Ltd dba JLA Home
 925-583-9305
Melissa.brown@jlahome.com

On Mon, Jan 29, 2024 at 8:26 AM Melissa Brown <melissa.brown@jlahome.com> wrote:

Good morning,
 Please confirm the shipping address for this order or advise if you would like it cancelled.
 Thank you

Melissa Brown

Customer Service Manager
E & E Co. , Ltd dba JLA Home
925-583-9305
Melissa.brown@jlahome.com

On Fri, Jan 19, 2024 at 10:35 AM Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com> wrote:
Hello,
Update on this, please?

Thanks,

Gladesh
Ollix Customer Service
1-855-842-4358
CS@Ollix.com

On Thu, Jan 18, 2024 at 6:33 AM Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com> wrote:
Hello,
Need your assistance with providing a valid shipping address for **PO-0003375339**.

Thanks,

Gladesh
Ollix Customer Service
1-855-842-4358
CS@Ollix.com

On Thu, Jan 18, 2024 at 5:45 AM Melissa Brown <melissa.brown@jlahome.com> wrote:
Hello,

Please provide a valid shipping address for this order. We are unable to locate the address online and this order is in error status until the address can be updated.

Dealer	Macola Account	Order No.	Parent Order No.	Cust PO/Ref No.	Retail Order No.	On Hold Reason	Pre-Order	Items	Status	Price	Return No/Non-Return Refund No.	Sales Person	Created By	Created Time
Living Spaces	LIVSPACES	20774654		PO-0003375339				FUR101-0037	Open	Subtotal: \$182.25 Handling Fee: \$0.00 Freight: \$0.00 Tax: \$0.00 Total: \$182.25		Mike Lima	Gladesh Magsacay	01/16/2024 09:58:13 AM

Sincerely,

Melissa Brown
Customer Service Manager
E & E Co. , Ltd dba JLA Home
925-583-9305
Melissa.brown@jlahome.com

malijun@syncsoftinc.com <malijun@syncsoftinc.com>
To: "melissa.brown" <melissa.brown@jlahome.com>, eechelpdesk <eechelpdesk@jlahome.com>
Cc: cstraffic <cstraffic@ollix.com>

Wed, Feb 7, 2024 at 3:18 PM

Hi Melissa,
System has glitch when we published new version last version. It is fixed.

Thanks,
Hawk

Sender: [Melissa Brown](#)
Send Time: 2024-02-07 14:37
Receiver: [EEC Help Desk](#)
cc: [CS Traffic](#)
Subject: Address error overridden: Please provide a valid shipping address – order 20774654 / SO-012239114 / PO-0003375339

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>
To: "malijun@syncsoftinc.com" <malijun@syncsoftinc.com>
Cc: [eechelpdesk <eechelpdesk@jlahome.com>](mailto:eechelpdesk@jlahome.com), [cstraffic <cstraffic@ollix.com>](mailto:cstraffic@ollix.com)

Thu, Feb 8, 2024 at 7:23 AM

Thank you Hawk.

Melissa Brown
Customer Service Manager
E & E Co. , Ltd dba JLA Home
925-583-9305
Melissa.brown@jlahome.com

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