



Melissa Brown <melissa.brown@jlahome.com>

FW: TNCHMWHS PO# 010424

3 messages

Lisa Petros <lisa.petros@jlahome.com>
To: Ping Gao <ping.gao@jlahome.com>
Cc: traffic.frem@jlahome.com, Melissa Brown <melissa.brown@jlahome.com>

Fri, Feb 2, 2024 at 7:06 AM

Got it, Ping.

Melissa – can you assist with the claim through CHR?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Ping Gao [mailto:ping.gao@jlahome.com]
Sent: Thursday, February 1, 2024 2:45 PM
To: Lisa Petros
Cc: traffic.frem@jlahome.com; Vivian.Yan
Subject: RE: TNCHMWHS PO# 010424

Hello Lisa

We have water damaged from this BOL. customer marked as wet when signed the BOL. Below cartons were wet and we need file claim with carrier. I have attached BOL copy, pic of damaged and invoice. Total amount should be \$454.72 + Shipping cost ??. please let me know if you need anything else from me. thanks

SO 69615203

Po 010424

INV 49584970

Item	Qty	
NS12-3246	1	\$63.45 white Hanae Duvet Cover set

NS12-3252	2	\$63.45	Grey Hanae Duvet Cover set
NS12-3258	3	\$63.45	Sakura Blossom Duvet Cover set
NS10-3256	1	\$74.02	Sakura Blossom Comforter set

Best Regards

Ping Gao

Distribution Manager

E&E Co Ltd DBA JLA Home

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

From: Lisa Petros [mailto:lisa.petros@jlahome.com]

Sent: Tuesday, January 16, 2024 10:56 AM

To: Maliyah Frierson

Cc: Olga Alicea; Whitney Ellis; traffic.frem@jlahome.com; Savannah Shipping; sv2.ship@ship8.com; Angela Clark; James Mack; Eric Morgan; Ping Gao

Subject: RE: TNCHMWHS PO# 010424

Attached is the BOL.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Maliyah Frierson [mailto:maliyah.frierson@ship8.com]

Sent: Tuesday, January 16, 2024 10:38 AM

To: Lisa Petros

Cc: Olga Alicea; Whitney Ellis; traffic.frem@jlahome.com; Savannah Shipping; sv2.ship@ship8.com; Angela Clark; James Mack; Eric Morgan; Ping Gao

Subject: Re: TNCHMWHS PO# 010424

I generated this order with ABF as the carrier

[Redacted]
Maliyah Frierson

Clerk

550 Northport Pkwy

Port Wentworth, GA 31407

On Tue, Jan 16, 2024 at 1:24 PM Lisa Petros <lisa.petros@jlahome.com> wrote:

Per Ping, I am having this booked through ABF. I will get you the BOL asap.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Olga Alicea [<mailto:olga.alicea@ship8.com>]

Sent: Monday, January 15, 2024 9:57 AM

To: Lisa Petros; Whitney Ellis; traffic.frem@jlahome.com; Savannah Shipping; sv2.ship@ship8.com

Cc: Angela Clark; James Mack; Eric Morgan

Subject: RE: TNCHMWHS PO# 010424

Angela/James/Eric – Do you have any information about this?

Whitney –

Sorry, but just want to follow up once again on this. Are you able to tell me who you want to book with? Team, if Whitney isn't available, can someone else respond?

Attached you will find the quote options for your request from **Port Wentworth, GA to Carlstadt, NJ** picking up on **01/11/2024**. The quote options are based on the shipment information you provided in your request; the final charges will be determined by the actual shipment characteristics.

Quote 5751104348 - LTL Standard - ABF Freight System Inc

Quote 5751104346 - LTL Standard - Southeastern Freight Lines, Inc.

Quote 5751104357 - LTL Standard - FedEx Freight® Economy



Olga Alicea
Order Processing Supervisor
550 Northport Parkway
Port Wentworth, GA 31407

O: 912.373.7778 x 3720

From: Lisa Petros [mailto:lisa.petros@jlahome.com]
Sent: Monday, January 15, 2024 12:17 PM
To: Whitney Ellis; traffic.frem@jlahome.com; James Mack; Savannah Shipping; sv2.ship@ship8.com
Cc: Olga Alicea; Angela Clark
Subject: RE: TNCHMWHS PO# 010424

Whitney –

Sorry, but just want to follow up once again on this. Are you able to tell me who you want to book with? Team, if Whitney isn't available, can someone else respond?

Attached you will find the quote options for your request from **Port Wentworth, GA** to **Carlstadt, NJ** picking up on **01/11/2024**. The quote options are based on the shipment information you provided in your request; the final charges will be determined by the actual shipment characteristics.

Quote 5751104348 - LTL Standard - ABF Freight System Inc
Quote 5751104346 - LTL Standard - Southeastern Freight Lines, Inc.
Quote 5751104357 - LTL Standard - FedEx Freight® Economy

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Whitney Ellis [mailto:whitney.ellis@ship8.com]
Sent: Thursday, January 11, 2024 7:34 AM
To: traffic.frem@jlahome.com; James Mack; Savannah Shipping; sv2.ship@ship8.com
Cc: Olga Alicea; Angela Clark
Subject: TNCHMWHS PO# 010424

Please see attachment.



Whitney Ellis
Order Processor SD2
[550 Northport Parkway](#)
[Port Wentworth, GA 31407](#)

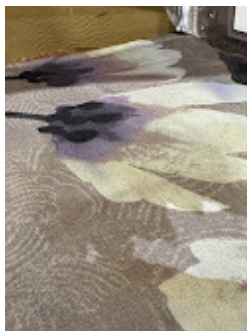
6 attachments



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1942K




IMG_2076.jpg
3111K



IMG_2081.jpg
2076K



IMG_2077.jpg
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 **doc09563420231127090725.pdf**
503K

 **69615203.pdf**
31K

Melissa Brown <melissa.brown@jlahome.com>
To: Lisa Petros <lisa.petros@jlahome.com>
Cc: Ping Gao <ping.gao@jlahome.com>, traffic.frem@jlahome.com

Fri, Feb 2, 2024 at 7:12 AM

Will do.T

Thank you.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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2 attachments

image002.jpg
1K



image003.png
9K

Ping Gao <ping.gao@jlahome.com>
To: Melissa Brown <melissa.brown@jlahome.com>, Lisa Petros <lisa.petros@jlahome.com>
Cc: traffic.frem@jlahome.com

Wed, Feb 21, 2024 at 3:29 PM

Hello Melissa

Customer has charged us \$62.97 to return this back to Fremont office, did you get the claim going? Please provide update. thanks

From: Jasmine Barberii [mailto:jasmine.barberii@natori.com]
Sent: Tuesday, February 13, 2024 9:51 AM
To: Winter Wang
Cc: Dana Kress; Kimberly Ayala; Kathleen Olivieri; Ping Gao
Subject: RE: Natori.com Reorder

Hi Winter

This will cost \$62.97. to ship back

Please let me know if you wish to proceed + thank you!

Best Regards

Ping Gao

Distribution Manager

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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