



Melissa Brown <melissa.brown@jlahome.com>

FW: ETA for JLA240716BD and JLA240717G2

9 messages

Lisa Petros <lisa.petros@jlahome.com>

Thu, Aug 29, 2024 at 7:58 AM

To: Melissa Brown <melissa.brown@jlahome.com>

Can you see below and see if we can find out where the other pallet is?

I added the Olliix Order numbers

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Bryce Flanary <bryceflanary@gmail.com>

Sent: Wednesday, August 28, 2024 4:35 PM

To: Lisa Petros <Lisa.Petros@jlahome.com>

Subject: Fwd: ETA for JLA240716BD and JLA240717G2

HI LISA,

I added the Olliix model numbers next to theirs.

Hopefully we can get this resolved. This is the second time this has happened.

Thanks

Hey Bryce,

Can you get me an ETA for the items that have not been delivered on these two orders please?

My warehouse is saying that only 1 of 2 pallets were delivered by Midwest Motor Express.

I have included the missing items below:

JLA240716BD - 20803568

BB-JLHANVQN x 9 MP13-3301

BB-JLOTTWHK x10. **5DS13-0029**

JLA240717G2 - 20803579

BB-JLLUXTPK x6 (only received in 1, missing 5). **FB13-1149**

SH-JLMICROQ x49 **ID20-145**

BB-JLMON3TW x20. **MZK10-164**

BB-JLSERGQN x5. **MPS13-272**

BB-JLWOODTW x16. **UHK10-0156**

Thank you! 😊

Shayla Ashley

Furniture Row Buying Department

(303) 566-8583



Melissa Brown <melissa.brown@jlahome.com>
To: Lisa Petros <lisa.petros@jlahome.com>

Thu, Aug 29, 2024 at 9:14 AM

Dock searches requested for both orders. I wish they would not wait so long to let us know items are missing.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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Lisa Petros <lisa.petros@jlahome.com>
To: Melissa Brown <melissa.brown@jlahome.com>

Thu, Aug 29, 2024 at 9:15 AM

Oh, I think they told Bryce right away...it took him over a week just to get back to me on the item numbers.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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Melissa Brown <melissa.brown@jlahome.com>
To: Lisa Petros <lisa.petros@jlahome.com>

Thu, Aug 29, 2024 at 9:20 AM

oh shoot, I just feel like it lessens the chances of finding the missing pallets. Maybe we will get lucky on these, lol. I do not understand why carriers do not automatically start dock searches when shortage is noted on the POD anyway.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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Lisa Petros <lisa.petros@jlahome.com>
To: Melissa Brown <melissa.brown@jlahome.com>

Thu, Aug 29, 2024 at 9:24 AM

I totally agree! Like, you know it's short...or at least send to us!

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Melissa Brown <melissa.brown@jlahome.com>
To: Bryce Flanary <bryceflanary@gmail.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>

Fri, Aug 30, 2024 at 1:55 PM

Bryce,

We requested a dock search for each of these orders. Hopefully we will have an update from the carrier by next week sometime. Are any of the items they are missing urgent or are they able to wait for the dock search results?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

From: Bryce Flanary <bryceflanary@gmail.com>

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Bryce Flanary <bryceflanary@gmail.com>

Sun, Sep 1, 2024 at 6:25 PM

To: Melissa Brown <melissa.brown@jlahome.com>

Cc: Lisa Petros <lisa.petros@jlahome.com>

They Buyer is very frustrated that this is the second time this has happened. They need an answer sooner than later. We really need answers Monday Tuesday at the latest.

Thanks

On Aug 30, 2024, at 2:55 PM, Melissa Brown <melissa.brown@jlahome.com> wrote:

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Lisa Petros <lisa.petros@jlahome.com>

Tue, Sep 3, 2024 at 9:11 AM

To: Bryce Flanary <bryceflanary@gmail.com>, Melissa Brown <melissa.brown@jlahome.com>

Bryce –

This would have been resolved already had you responded to my first email on 8/23/24 (right after you originally sent me the email) before 8/28...that was a 5 day delay because I could not get a response from you despite multiple follow-up emails.

We will push them, but I cannot promise resolution today or tomorrow. They usually need about 5 days, so I think a better time frame is around Wednesday.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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Bryce Flanary <bryceflanary@gmail.com>
To: Lisa Petros <lisa.petros@jlahome.com>
Cc: Melissa Brown <melissa.brown@jlahome.com>

Tue, Sep 3, 2024 at 9:30 AM

Thank you , Sooner the better.

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