



Melissa Brown <melissa.brown@jlahome.com>

RE: Jira RAIN-56055 - Alt Contact Needed / 271008431

5 messages

'Justin Cook' via cstraffic <cstraffic@olliix.com>

Tue, Jan 17, 2023 at 3:06 PM

Reply-To: Justin Cook <Justin.Cook@freightquote.com>

To: cstraffic <cstraffic@olliix.com>, "PartnershipCorrections@sefl.com" <PartnershipCorrections@sefl.com>, "paperwork@aduiepyle.com" <paperwork@aduiepyle.com>

Cc: Traffic <traffic.frem@jlahome.com>

Adding CS for approval

PO# 20677981

BOL# 193531870

Response from Southeastern:

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Thank you,

JUSTIN COOK

Account Executive

O: 816.949.6168 x6168 | F: 913.319.0713

justin.cook@freightquote.com

www.freightquote.com

[901 W Carondelet Drive | Kansas City, Missouri 64114 United States](#)**FREIGHTQUOTE**by  **C.H. ROBINSON****Additional contacts:**

Samantha Burge | Account Coordinator | o: 816.949.6512 | e: samantha.burge@freightquote.com

Jeff Hudlin | Account Coordinator | o: 816.949.6027 | e: jeff.hudlin@freightquote.com

From: Haynes, LeStara (Jira) <PartnershipCorrections@sefl.com>
Sent: Tuesday, January 17, 2023 2:52 PM
To: Justin Cook <Justin.Cook@freightquote.com>; paperwork@aduiepyle.com
Subject: Jira RAIN-56055 - Alt Contact Needed / 271008431

[EXTERNAL EMAIL] CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. _

RAINT-56055 - Alt Contact Needed / 271008431

Response from Southeastern:

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Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

All Replies:

Jira Admin - 28/Dec/22 10:11 AM

Comment by paperwork@aduiepyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Any news on the below please?

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepyle.com
A. Duie Pyle, Inc | www.aduiepyle.com

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----- Original Message -----

*

Haynes, LeStara - 28/Dec/22 1:14 PM

Good afternoon OA Logistics,

Please review the attached bill of lading and provide a contact number for the consignee for the delivery of this freight.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

From:	paperwork@aduiepile.com
Recipients (To):	Partnership Corrections
Reply-to addresses:	paperwork@aduiepile.com
Subject:	Alt Contact Needed / 271008431
Body:	This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good Afternoon,

We have been having trouble reaching your customer on the attached BOL.
BOL# 193531870
PRO # 990622292

We have been calling :716-830-6474 and have left multiple voicemails with no call back

Please provide alternate contact information as soon as possible or have your customer call us at 800-523-5020 x2 and reference the PRO# 990622292

Thank you

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Lestara.haynes@sefl.com

Jira Admin - 30/Dec/22 11:25 AM

Comment by paperwork@aduiestyle.com :

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We need this information as soon as possible. We cannot hold it for much longer.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiestyle.com
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*

Jira Admin - 03/Jan/23 11:22 AM

Comment by paperwork@aduiestyle.com :

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Hello,
Any updates on this? If we do not hear back by the end of the day this will have to be placed on hand.
Thanks,

Matthew Braun | Customer Service Representative I
800.523.5020 | cs@aduiestyle.com
A. Duie Pyle, Inc | www.aduiestyle.com
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Jira Admin - 03/Jan/23 11:33 AM

Comment by latoya.capers@oalogistics.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good morning, can someone please advise on the below email?

Thanks,

Latoya Capers
Shipping Lead/Shipping Clerk SV3

OA Logistics
311 International Trade Parkway
Port Wentworth, GA
(912) 875-2828 Ext.3804*

*
+ latoya.capers@oalogistics.com +

All carriers must provide load bars or straps.

----- Forwarded message -----
Haynes, LeStara - 03/Jan/23 12:28 PM

waiting on response
Jira Admin - 04/Jan/23 11:18 AM

Comment by paperwork@aduiestyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Freight will now be placed
Jira Admin - 04/Jan/23 6:36 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

All,
Please see the attached email. The correct contact number for delivery was provided to SEFL on 12/15/22. Please remove any storage charged for this order. Please advise a delivery date as soon as possible.

20677981 -

'Justin Cook' via cstraffic

| Thu, Dec 15, 2022, 7:50 AM |

to * Amber* , Ana, Honorina, Helen, Christina, sv3.ship, cstraffic

Hey Amber,

PRO 271008431

Can we please update the consignee contact number to be **(540) 402-9139**.

E&E Co., Ltd. Mail - RE_ 20677981 LTL D...pdf

Jira Admin - 05/Jan/23 9:13 AM

Comment by paperwork@aduiepyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Freight is now

Haynes, LeStara - 06/Jan/23 11:47 AM

Good morning PYLE,

Please advise as to what date this freight went on hand, and what dates you are charging for storage?

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 06/Jan/23 11:56 AM

Comment by paperwork@aduiepyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Freight was placed

Haynes, LeStara - 09/Jan/23 8:40 AM

Good morning PYLE,

Can you please advise of ETA?

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 09/Jan/23 9:17 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good Morning,

This freight was placed on hand 1-4-23 as we were unsuccessful with reaching the customer for an appointment.

Please advise if you would like this returned, or provide disposition for this shipment as now freight is in danger of going to salvage.

Thank you!

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepile.com

A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 09/Jan/23 10:42 AM

Comment by paperwork@aduiepile.com :

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Please advise on the below.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepile.com

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*

Jira Admin - 09/Jan/23 3:25 PM

Comment by melissa.brown@jlahome.com :

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Hello,

Can someone confirm the customer will be contacted to set the delivery appointment please?

(540) 402-9139

Jira Admin - 09/Jan/23 4:16 PM

Comment by paperwork@aduiepile.com :

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I have called that number and left voicemails. Still waiting on call back.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Haynes, LeStara - 10/Jan/23 8:51 AM

Good morning,

Please provide an update.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 10/Jan/23 9:07 AM

Comment by paperwork@aduiepile.com :

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Still no call back.

We need disposition on this shipment- we cannot keep holding it. It is

Jira Admin - 10/Jan/23 9:09 AM

Comment by latoya.capers@oalogistics.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Adding customer service for visibility.

Thanks,

Latoya Capers
Shipping Lead/Shipping Clerk SV3

OA Logistics
311 International Trade Parkway
Port Wentworth, GA
(912) 875-2828 Ext.3804*

*
+ latoya.capers@oalogistics.com +

[All carriers must provide load bars or straps.](#)

Jira Admin - 11/Jan/23 2:37 AM

Comment by melissa.brown@jlahome.com :

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Hello,

I will reach out to see if I can get an alternate form of contact for the customer and get back to you.

Thank you

Haynes, LeStara - 12/Jan/23 9:01 AM

Good morning PYLE,

Has this freight gone to salvage? I see that there has not been a resolution.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 12/Jan/23 9:15 AM

Comment by paperwork@aduiepyle.com :

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Not as of yet- but it will be sent soon if we do not get disposition.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepyle.com

A. Duie Pyle, Inc | www.aduiepyle.com

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Jira Admin - 12/Jan/23 1:43 PM

Comment by melissa.brown@jlahome.com :

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Stephanie,

I gave the customer your number to call and schedule the delivery appointment. Have they called yet?

Jira Admin - 12/Jan/23 3:28 PM

Comment by paperwork@aduiepile.com :

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They have not

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 12/Jan/23 3:43 PM

Comment by melissa.brown@jlahome.com :

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Thank you, I will contact them again for a better phone number.

Haynes, LeStara - 13/Jan/23 8:54 AM

Good morning,

Please advise.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 13/Jan/23 9:27 AM

Comment by paperwork@aduiepile.com :

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Still no call back- what did you want us to do with this freight?

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepyle.com
A. Duie Pyle, Inc | www.aduiepyle.com

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Jira Admin - 13/Jan/23 9:33 AM

Comment by melissa.brown@jlahome.com :

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Good morning,

We will do our best to provide resolution today. I have asked if it could be delivered without an appointment. Waiting to hear back on that.

Please let me know if storage is being charged and how much it is to date if so.

Thank you

Jira Admin - 13/Jan/23 2:00 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

Please consider this authorization to deliver without an appointment.

Please confirm - thank you

Jira Admin - 13/Jan/23 2:19 PM

Comment by paperwork@aduiepyle.com :

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Set for Monday.

Thank you.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepyle.com
A. Duie Pyle, Inc | www.aduiepyle.com

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Jira Admin - 13/Jan/23 2:37 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Thank you. Fingers crossed for Monday delivery!

Please let me know if there will be any storage charged for this shipment.

Thanks again!

Haynes, LeStara - 17/Jan/23 8:03 AM

Good morning PYLE,

Please advise if this has been resolved.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 17/Jan/23 9:25 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

No- it was not. I set this out for delivery yesterday as instructed. Freight was brought back as the consignee was closed at 12:29pm. Please advise disposition- we cannot keep holding this freight.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 17/Jan/23 12:23 PM

Comment by melissa.brown@jlahome.com :

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Hello,

Please let me know the cost to return this shipment.

Thank you

Jira Admin - 17/Jan/23 12:38 PM

Comment by paperwork@aduiepile.com :

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Melissa

Can you provide us an actual contact name and phone number for this consignee , or do you want it returned ?

Thank you

----- Original Message -----

Jira Admin - 17/Jan/23 1:03 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

This is all that I have - Vida's Brooklyn (540) 402-9139. It would be best to have it delivered but I simply have no other ideas at this point. When I research the address online I cannot find any store hours to try and deliver within.

Any ideas?

Jira Admin - 17/Jan/23 1:14 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Ok thank you

Stephanie , can you please try this number then ?

----- Original Message -----

Jira Admin - 17/Jan/23 1:19 PM

Comment by partnership_helpdesk@aduiepile.com :

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SEFL

This needs to RTS now

Please advise then once approved

Thank you

----- Original Message -----

FOriginal Message -----

Haynes, LeStara - 17/Jan/23 3:50 PM

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

ref:_00Dj01tkOk._5003Z1WjuKt:ref

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Melissa Brown <melissa.brown@jlahome.com>

Wed, Jan 18, 2023 at 8:17 AM

To: Justin Cook <Justin.Cook@freightquote.com>

Cc: cstraffic <cstraffic@olliix.com>, "PartnershipCorrections@sefl.com" <PartnershipCorrections@sefl.com>, "paperwork@aduiepile.com" <paperwork@aduiepile.com>, Traffic <traffic.frem@jlahome.com>

Justin,

Working on this now. I will get back to you.

Thank you

On Tue, Jan 17, 2023 at 3:06 PM 'Justin Cook' via cstraffic <cstraffic@olliix.com> wrote:

Adding CS for approval

PO# 20677981

BOL# 193531870

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JUSTIN COOK
Account Executive

O: 816.949.6168 x6168 | F: 913.319.0713
justin.cook@freightquote.com
www.freightquote.com

901 W Carondelet Drive | Kansas City, Missouri 64114 United States



Additional contacts:

Samantha Burge | Account Coordinator | o: 816.949.6512 | e: samantha.burge@freightquote.com
Jeff Hudlin | Account Coordinator | o: 816.949.6027 | e: jeff.hudlin@freightquote.com

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Sent: Tuesday, January 17, 2023 2:52 PM
To: Justin Cook <Justin.Cook@freightquote.com>; paperwork@aduiestyle.com
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Latoya Capers
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311 International Trade Parkway
Port Wentworth, GA
(912) 875-2828 Ext.3804*

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+ latoya.capers@oalogistics.com +

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Haynes, LeStara - 06/Jan/23 11:47 AM

Good morning PYLE,

Please advise as to what date this freight went on hand, and what dates you are charging for storage?

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 06/Jan/23 11:56 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Freight was placed

Haynes, LeStara - 09/Jan/23 8:40 AM

Good morning PYLE,

Can you please advise of ETA?

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 09/Jan/23 9:17 AM

Comment by paperwork@aduiepyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good Morning,

This freight was placed on hand 1-4-23 as we were unsuccessful with reaching the customer for an appointment.

Please advise if you would like this returned, or provide disposition for this shipment as now freight is in danger of going to salvage.

Thank you!

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepyle.com

A. Duie Pyle, Inc | www.aduiepyle.com

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Jira Admin - 09/Jan/23 10:42 AM

Comment by paperwork@aduiepyle.com :

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Please advise on the below.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepyle.com

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Jira Admin - 09/Jan/23 3:25 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

Can someone confirm the customer will be contacted to set the delivery appointment please?

(540) 402-9139

Jira Admin - 09/Jan/23 4:16 PM

Comment by paperwork@aduiepile.com :

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I have called that number and left voicemails. Still waiting on call back.

Stephanie Blake | Customer Service Representative III
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----- Original Message -----

*

Haynes, LeStara - 10/Jan/23 8:51 AM

Good morning,

Please provide an update.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 10/Jan/23 9:07 AM

Comment by paperwork@aduiepile.com :

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Still no call back.

We need disposition on this shipment- we cannot keep holding it. It is

Jira Admin - 10/Jan/23 9:09 AM

Comment by latoya.capers@oalogistics.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Adding customer service for visibility.

Thanks,

Latoya Capers
Shipping Lead/Shipping Clerk SV3

OA Logistics
311 International Trade Parkway
Port Wentworth, GA
(912) 875-2828 Ext.3804*

*

+ latoya.capers@oalogistics.com +

All carriers must provide load bars or straps.

Jira Admin - 11/Jan/23 2:37 AM

Comment by melissa.brown@jlahome.com :

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Hello,

I will reach out to see if I can get an alternate form of contact for the customer and get back to you.

Thank you

Haynes, LeStara - 12/Jan/23 9:01 AM

Good morning PYLE,

Has this freight gone to salvage? I see that there has not been a resolution.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 12/Jan/23 9:15 AM

Comment by paperwork@aduiepyle.com :

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Not as of yet- but it will be sent soon if we do not get disposition.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 12/Jan/23 1:43 PM

Comment by melissa.brown@jlahome.com :

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Stephanie,

I gave the customer your number to call and schedule the delivery appointment. Have they called yet?

Jira Admin - 12/Jan/23 3:28 PM

Comment by paperwork@aduiepile.com :

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They have not

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 12/Jan/23 3:43 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Thank you, I will contact them again for a better phone number.

Haynes, LeStara - 13/Jan/23 8:54 AM

Good morning,

Please advise.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 13/Jan/23 9:27 AM

Comment by paperwork@aduiepile.com :

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Still no call back- what did you want us to do with this freight?

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepile.com

A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 13/Jan/23 9:33 AM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good morning,

We will do our best to provide resolution today. I have asked if it could be delivered without an appointment. Waiting to hear back on that.

Please let me know if storage is being charged and how much it is to date if so.

Thank you

Jira Admin - 13/Jan/23 2:00 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

Please consider this authorization to deliver without an appointment.

Please confirm - thank you

Jira Admin - 13/Jan/23 2:19 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Set for Monday.

Thank you.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepyle.com
A. Duie Pyle, Inc | www.aduiepyle.com

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Jira Admin - 13/Jan/23 2:37 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Thank you. Fingers crossed for Monday delivery!

Please let me know if there will be any storage charged for this shipment.

Thanks again!

Haynes, LeStara - 17/Jan/23 8:03 AM

Good morning PYLE,

Please advise if this has been resolved.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 17/Jan/23 9:25 AM

Comment by paperwork@aduiepyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

No- it was not. I set this out for delivery yesterday as instructed. Freight was brought back as the consignee was closed at 12:29pm.

Please advise disposition- we cannot keep holding this freight.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepyle.com

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Jira Admin - 17/Jan/23 12:23 PM

Comment by melissa.brown@jlahome.com :

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Hello,

Please let me know the cost to return this shipment.

Thank you

Jira Admin - 17/Jan/23 12:38 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Melissa

Can you provide us an actual contact name and phone number for this consignee , or do you want it returned ?

Thank you

----- Original Message -----

Jira Admin - 17/Jan/23 1:03 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

This is all that I have - Vida's Brooklyn (540) 402-9139. It would be best to have it delivered but I simply have no other ideas at this point. When I research the address online I cannot find any store hours to try and deliver within.

Any ideas?

Jira Admin - 17/Jan/23 1:14 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Ok thank you

Stephanie , can you please try this number then ?

----- Original Message -----

Jira Admin - 17/Jan/23 1:19 PM

Comment by partnership_helpdesk@aduiepile.com :

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SEFL

This needs to RTS now

Please advise then once approved

Thank you

----- Original Message -----

FOriginal Message -----

Haynes, LeStara - 17/Jan/23 3:50 PM

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

ref:_00Dj01tkOk._5003Z1WjuKt:ref

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the sender of the e-mail. The sender of the e-mail accepts no liability for any damage caused by any virus transmitted by this email. (IP)

--

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

Melissa Brown <melissa.brown@jlahome.com> Wed, Jan 18, 2023 at 9:54 AM
To: Justin Cook <Justin.Cook@freightquote.com>
Cc: cstraffic <cstraffic@olliix.com>, "PartnershipCorrections@sefl.com" <PartnershipCorrections@sefl.com>, "paperwork@aduiepile.com" <paperwork@aduiepile.com>, Traffic <traffic.frem@jlahome.com>

Justin,

Rather than having this returned the customer wants to know if the freight can be dropped at the delivery address.

Please let me know if this is possible.

Thank you

On Tue, Jan 17, 2023 at 3:06 PM 'Justin Cook' via cstraffic <cstraffic@olliix.com> wrote:

Adding CS for approval

PO# 20677981

BOL# 193531870

Response from Southeastern:

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Thank you,

JUSTIN COOK
Account Executive

O: 816.949.6168 x6168 | F: 913.319.0713
justin.cook@freightquote.com
www.freightquote.com

901 W Carondelet Drive | Kansas City, Missouri 64114 United States



Additional contacts:

Samantha Burge | Account Coordinator | o: 816.949.6512 | e: samantha.burge@freightquote.com
Jeff Hudlin | Account Coordinator | o: 816.949.6027 | e: jeff.hudlin@freightquote.com

From: Haynes, LeStara (Jira) <PartnershipCorrections@sefl.com>
Sent: Tuesday, January 17, 2023 2:52 PM
To: Justin Cook <Justin.Cook@freightquote.com>; paperwork@aduiepyle.com
Subject: Jira RAIN-56055 - Alt Contact Needed / 271008431

[EXTERNAL EMAIL] CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. ...

RAINT-56055 - Alt Contact Needed / 271008431

Response from Southeastern:

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

All Replies:

Jira Admin - 28/Dec/22 10:11 AM

Comment by paperwork@aduiestyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Any news on the below please?

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiestyle.com

A. Duie Pyle, Inc | www.aduiestyle.com

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*

Haynes, LeStara - 28/Dec/22 1:14 PM

Good afternoon OA Logistics,

Please review the attached bill of lading and provide a contact number for the consignee for the delivery of this freight.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

From:	paperwork@aduiestyle.com
Recipients (To):	Partnership Corrections
Reply-to addresses:	paperwork@aduiestyle.com
Subject:	Alt Contact Needed / 271008431
Body:	This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good Afternoon,

We have been having trouble reaching your customer on the attached BOL.
BOL# 193531870
PRO # 990622292

We have been calling :716-830-6474 and have left multiple voicemails with no call back

Please provide alternate contact information as soon as possible or have your customer call us at 800-523-5020 x2 and reference the PRO# 990622292

Thank you

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiestyle.com
A. Duie Pyle, Inc | www.aduiestyle.com

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Lestara.haynes@sefl.com

Jira Admin - 30/Dec/22 11:25 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

We need this information as soon as possible. We cannot hold it for much longer.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 03/Jan/23 11:22 AM

Comment by paperwork@aduiepile.com :

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Hello,
Any updates on this? If we do not hear back by the end of the day this will have to be placed on hand.
Thanks,

Matthew Braun| Customer Service Representative I
800.523.5020 | cs@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com
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*

Jira Admin - 03/Jan/23 11:33 AM

Comment by latoya.capers@oalogistics.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good morning, can someone please advise on the below email?

Thanks,

Latoya Capers
Shipping Lead/Shipping Clerk SV3

OA Logistics
311 International Trade Parkway
Port Wentworth, GA
(912) 875-2828 Ext.3804*

*

+ latoya.capers@oalogistics.com +

All carriers must provide load bars or straps.

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

Haynes, LeStara - 03/Jan/23 12:28 PM

waiting on response

Jira Admin - 04/Jan/23 11:18 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Freight will now be placed

Jira Admin - 04/Jan/23 6:36 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

All,

Please see the attached email. The correct contact number for delivery was provided to SEFL on 12/15/22. Please remove any storage charged for this order. Please advise a delivery date as soon as possible.

20677981 -

'Justin Cook' via cstraffic

Thu, Dec 15, 2022, 7:50 AM

to * Amber* , Ana, Honorina, Helen, Christina, sv3.ship, cstraffic

Hey Amber,

PRO 271008431

Can we please update the consignee contact number to be **(540) 402-9139**.

E&E Co., Ltd. Mail - RE_ 20677981 LTL D...pdf

Jira Admin - 05/Jan/23 9:13 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Freight is now

Haynes, LeStara - 06/Jan/23 11:47 AM

Good morning PYLE,

Please advise as to what date this freight went on hand, and what dates you are charging for storage?

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 06/Jan/23 11:56 AM

Comment by paperwork@aduiepile.com :

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Freight was placed

Haynes, LeStara - 09/Jan/23 8:40 AM

Good morning PYLE,

Can you please advise of ETA?

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 09/Jan/23 9:17 AM

Comment by paperwork@aduiepile.com :

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Good Morning,

This freight was placed on hand 1-4-23 as we were unsuccessful with reaching the customer for an appointment.

Please advise if you would like this returned, or provide disposition for this shipment as now freight is in danger of going to salvage.

Thank you!

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiestyle.com
A. Duie Pyle, Inc | www.aduiestyle.com

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Jira Admin - 09/Jan/23 10:42 AM

Comment by paperwork@aduiestyle.com :

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Please advise on the below.

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800.523.5020 | paperwork@aduiestyle.com
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*

Jira Admin - 09/Jan/23 3:25 PM

Comment by melissa.brown@jlahome.com :

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Hello,

Can someone confirm the customer will be contacted to set the delivery appointment please?

(540) 402-9139

Jira Admin - 09/Jan/23 4:16 PM

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I have called that number and left voicemails. Still waiting on call back.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiestyle.com
A. Duie Pyle, Inc | www.aduiestyle.com

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Haynes, LeStara - 10/Jan/23 8:51 AM

Good morning,

Please provide an update.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 10/Jan/23 9:07 AM

Comment by paperwork@aduiepile.com :

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Still no call back.

We need disposition on this shipment- we cannot keep holding it. It is

Jira Admin - 10/Jan/23 9:09 AM

Comment by latoya.capers@oalogistics.com :

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Adding customer service for visibility.

Thanks,

Latoya Capers
Shipping Lead/Shipping Clerk SV3

OA Logistics
311 International Trade Parkway
Port Wentworth, GA
(912) 875-2828 Ext.3804*

*

+ latoya.capers@oalogistics.com +

All carriers must provide load bars or straps.

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Comment by melissa.brown@jlahome.com :

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Hello,

I will reach out to see if I can get an alternate form of contact for the customer and get back to you.

Thank you

Haynes, LeStara - 12/Jan/23 9:01 AM

Good morning PYLE,

Has this freight gone to salvage? I see that there has not been a resolution.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 12/Jan/23 9:15 AM

Comment by paperwork@aduiepile.com :

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Not as of yet- but it will be sent soon if we do not get disposition.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepile.com

A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 12/Jan/23 1:43 PM

Comment by melissa.brown@jlahome.com :

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Stephanie,

I gave the customer your number to call and schedule the delivery appointment. Have they called yet?

Jira Admin - 12/Jan/23 3:28 PM

Comment by paperwork@aduiepile.com :

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They have not

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepile.com

A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 12/Jan/23 3:43 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Thank you, I will contact them again for a better phone number.

Haynes, LeStara - 13/Jan/23 8:54 AM

Good morning,

Please advise.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 13/Jan/23 9:27 AM

Comment by paperwork@aduiepile.com :

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Still no call back- what did you want us to do with this freight?

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepile.com

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Jira Admin - 13/Jan/23 9:33 AM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good morning,

We will do our best to provide resolution today. I have asked if it could be delivered without an appointment. Waiting to hear back on that.

Please let me know if storage is being charged and how much it is to date if so.

Thank you

Jira Admin - 13/Jan/23 2:00 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

Please consider this authorization to deliver without an appointment.

Please confirm - thank you

Jira Admin - 13/Jan/23 2:19 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Set for Monday.

Thank you.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepile.com

A. Duie Pyle, Inc | www.aduiepile.com

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Design

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Jira Admin - 13/Jan/23 2:37 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Thank you. Fingers crossed for Monday delivery!

Please let me know if there will be any storage charged for this shipment.

Thanks again!

Haynes, LeStara - 17/Jan/23 8:03 AM

Good morning PYLE,

Please advise if this has been resolved.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 17/Jan/23 9:25 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

No- it was not. I set this out for delivery yesterday as instructed. Freight was brought back as the consignee was closed at 12:29pm.
Please advise disposition- we cannot keep holding this freight.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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*

Jira Admin - 17/Jan/23 12:23 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

Please let me know the cost to return this shipment.

Thank you

Jira Admin - 17/Jan/23 12:38 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Melissa

Can you provide us an actual contact name and phone number for this consignee , or do you want it returned ?

Thank you

----- Original Message -----

Jira Admin - 17/Jan/23 1:03 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

This is all that I have - Vida's Brooklyn (540) 402-9139. It would be best to have it delivered but I simply have no other ideas at this point. When I research the address online I cannot find any store hours to try and deliver within.

Any ideas?

Jira Admin - 17/Jan/23 1:14 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Ok thank you

Stephanie , can you please try this number then ?

----- Original Message -----

Jira Admin - 17/Jan/23 1:19 PM

Comment by partnership_helpdesk@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

SEFL

This needs to RTS now

Please advise then once approved

Thank you

----- Original Message -----

FOriginal Message -----

Haynes, LeStara - 17/Jan/23 3:50 PM

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

ref:_00Dj01tkOk._5003Z1WjuKt:ref

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the sender of the e-mail. The sender of the e-mail accepts no liability for any damage caused by any virus transmitted by this email. (IP)

--

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

Melissa Brown <melissa.brown@jlahome.com>

Wed, Jan 18, 2023 at 10:09 AM

To: JLA - Accounts Receivable <olliix.ar@jlahome.com>

Cc: CS Traffic <cstraffic@olliix.com>, Janis Auyang <janis.auyang@jlahome.com>

AR,

Can you create an invoice for the return shipping cost for Faire order 20677981 in the amount of \$152.52 please?

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

From: **'Justin Cook' via cstraffic** <cstraffic@olliix.com>

Date: Tue, Jan 17, 2023 at 3:06 PM

Subject: RE: Jira RAIN-56055 - Alt Contact Needed / 271008431

To: cstraffic <cstraffic@olliix.com>, PartnershipCorrections@sefl.com <PartnershipCorrections@sefl.com>, paperwork@aduipeyle.com <paperwork@aduipeyle.com>

Cc: Traffic <traffic.frem@jlahome.com>

Adding CS for approval

PO# 20677981

BOL# 193531870

Response from Southeastern:

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Thank you,

JUSTIN COOK
Account Executive

O: 816.949.6168 x6168 | F: 913.319.0713

justin.cook@freightquote.com

www.freightquote.com

901 W Carondelet Drive | Kansas City, Missouri 64114 United States

FREIGHTQUOTE

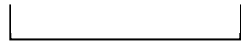
by  **C.H. ROBINSON**

Additional contacts:

Samantha Burge | Account Coordinator | o: 816.949.6512 | e: samantha.burge@freightquote.com
Jeff Hudlin | Account Coordinator | o: 816.949.6027 | e: jeff.hudlin@freightquote.com

From: Haynes, LeStara (Jira) <PartnershipCorrections@sefl.com>
Sent: Tuesday, January 17, 2023 2:52 PM
To: Justin Cook <Justin.Cook@freightquote.com>; paperwork@aduiepile.com
Subject: Jira RAIN-56055 - Alt Contact Needed / 271008431

[EXTERNAL EMAIL] CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. _



RAIN-56055 - Alt Contact Needed / 271008431

Response from Southeastern:

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

All Replies:

Jira Admin - 28/Dec/22 10:11 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Any news on the below please?

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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----- Original Message -----

*

Haynes, LeStara - 28/Dec/22 1:14 PM

Good afternoon OA Logistics,

Please review the attached bill of lading and provide a contact number for the consignee for the delivery of this freight.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

From:	paperwork@aduiepile.com
Recipients (To):	Partnership Corrections
Reply-to addresses:	paperwork@aduiepile.com
Subject:	Alt Contact Needed / 271008431
Body:	This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good Afternoon,

We have been having trouble reaching your customer on the attached BOL.
BOL# 193531870
PRO # 990622292

We have been calling :716-830-6474 and have left multiple voicemails with no call back

Please provide alternate contact information as soon as possible or have your customer call us at 800-523-5020 x2 and reference the PRO# 990622292

Thank you

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiestyle.com
A. Duie Pyle, Inc | www.aduiestyle.com

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Lestara.haynes@sefl.com

Jira Admin - 30/Dec/22 11:25 AM

Comment by paperwork@aduiestyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

We need this information as soon as possible. We cannot hold it for much longer.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiestyle.com
A. Duie Pyle, Inc | www.aduiestyle.com

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Jira Admin - 03/Jan/23 11:22 AM

Comment by paperwork@aduiestyle.com :

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Hello,
Any updates on this? If we do not hear back by the end of the day this will have to be placed on hand.
Thanks,

Matthew Braun| Customer Service Representative I
800.523.5020 | cs@aduiestyle.com
A. Duie Pyle, Inc | www.aduiestyle.com

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Jira Admin - 03/Jan/23 11:33 AM

Comment by latoya.capers@oalogistics.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good morning, can someone please advise on the below email?

Thanks,

Latoya Capers
Shipping Lead/Shipping Clerk SV3

OA Logistics
311 International Trade Parkway
Port Wentworth, GA
(912) 875-2828 Ext.3804*

*

+ latoya.capers@oalogistics.com +

All carriers must provide load bars or straps.

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

Haynes, LeStara - 03/Jan/23 12:28 PM

waiting on response

Jira Admin - 04/Jan/23 11:18 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Freight will now be placed

Jira Admin - 04/Jan/23 6:36 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

All,

Please see the attached email. The correct contact number for delivery was provided to SEFL on 12/15/22. Please remove any storage charged for this order. Please advise a delivery date as soon as possible.

20677981 -

'Justin Cook' via cstraffic

Thu, Dec 15, 2022, 7:50 AM

to * Amber* , Ana, Honorina, Helen, Christina, sv3.ship, cstraffic

Hey Amber,

PRO 271008431

Can we please update the consignee contact number to be **(540) 402-9139**.

E&E Co., Ltd. Mail - RE_20677981 LTL D...pdf

Jira Admin - 05/Jan/23 9:13 AM

Comment by paperwork@aduiepyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Freight is now

Haynes, LeStara - 06/Jan/23 11:47 AM

Good morning PYLE,

Please advise as to what date this freight went on hand, and what dates you are charging for storage?

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 06/Jan/23 11:56 AM

Comment by paperwork@aduiepyle.com :

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Freight was placed

Haynes, LeStara - 09/Jan/23 8:40 AM

Good morning PYLE,

Can you please advise of ETA?

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 09/Jan/23 9:17 AM

Comment by paperwork@aduiepyle.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Good Morning,

This freight was placed on hand 1-4-23 as we were unsuccessful with reaching the customer for an appointment.

Please advise if you would like this returned, or provide disposition for this shipment as now freight is in danger of going to salvage.

Thank you!

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepyle.com

A. Duie Pyle, Inc | www.aduiepyle.com

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Jira Admin - 09/Jan/23 10:42 AM

Comment by paperwork@aduiepyle.com :

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Please advise on the below.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepyle.com

A. Duie Pyle, Inc | www.aduiepyle.com

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----- Original Message -----

*

Jira Admin - 09/Jan/23 3:25 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

Can someone confirm the customer will be contacted to set the delivery appointment please?

(540) 402-9139

Jira Admin - 09/Jan/23 4:16 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

I have called that number and left voicemails. Still waiting on call back.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Haynes, LeStara - 10/Jan/23 8:51 AM

Good morning,

Please provide an update.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 10/Jan/23 9:07 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Still no call back.

We need disposition on this shipment- we cannot keep holding it. It is

Jira Admin - 10/Jan/23 9:09 AM

Comment by latoya.capers@oalogistics.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Adding customer service for visibility.

Thanks,

Latoya Capers
Shipping Lead/Shipping Clerk SV3

OA Logistics
311 International Trade Parkway
Port Wentworth, GA
(912) 875-2828 Ext.3804*

*

+ latoya.capers@oalogistics.com +

All carriers must provide load bars or straps.

Jira Admin - 11/Jan/23 2:37 AM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

I will reach out to see if I can get an alternate form of contact for the customer and get back to you.

Thank you

Haynes, LeStara - 12/Jan/23 9:01 AM

Good morning PYLE,

Has this freight gone to salvage? I see that there has not been a resolution.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 12/Jan/23 9:15 AM

Comment by paperwork@aduiepile.com :

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Not as of yet- but it will be sent soon if we do not get disposition.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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Jira Admin - 12/Jan/23 1:43 PM

Comment by melissa.brown@jlahome.com :

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Stephanie,

I gave the customer your number to call and schedule the delivery appointment. Have they called yet?

Jira Admin - 12/Jan/23 3:28 PM

Comment by paperwork@aduiepile.com :

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They have not

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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*

Jira Admin - 12/Jan/23 3:43 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Thank you, I will contact them again for a better phone number.

Haynes, LeStara - 13/Jan/23 8:54 AM

Good morning,

Please advise.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 13/Jan/23 9:27 AM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Still no call back- what did you want us to do with this freight?

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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----- Original Message -----

*

Jira Admin - 13/Jan/23 9:33 AM

Comment by melissa.brown@jlahome.com :

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Good morning,

We will do our best to provide resolution today. I have asked if it could be delivered without an appointment. Waiting to hear back on that.

Please let me know if storage is being charged and how much it is to date if so.

Thank you

Jira Admin - 13/Jan/23 2:00 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

Please consider this authorization to deliver without an appointment.

Please confirm - thank you

Jira Admin - 13/Jan/23 2:19 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Set for Monday.

Thank you.

Stephanie Blake | Customer Service Representative III
800.523.5020 | paperwork@aduiepile.com
A. Duie Pyle, Inc | www.aduiepile.com

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----- Original Message -----

*

Jira Admin - 13/Jan/23 2:37 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Thank you. Fingers crossed for Monday delivery!

Please let me know if there will be any storage charged for this shipment.

Thanks again!

Haynes, LeStara - 17/Jan/23 8:03 AM

Good morning PYLE,

Please advise if this has been resolved.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

Jira Admin - 17/Jan/23 9:25 AM

Comment by paperwork@aduiepile.com :

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No- it was not. I set this out for delivery yesterday as instructed. Freight was brought back as the consignee was closed at 12:29pm.

Please advise disposition- we cannot keep holding this freight.

Stephanie Blake | Customer Service Representative III

800.523.5020 | paperwork@aduiepile.com

A. Duie Pyle, Inc | www.aduiepile.com

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*

Jira Admin - 17/Jan/23 12:23 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Hello,

Please let me know the cost to return this shipment.

Thank you

Jira Admin - 17/Jan/23 12:38 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Melissa

Can you provide us an actual contact name and phone number for this consignee , or do you want it returned ?

Thank you

----- Original Message -----

Jira Admin - 17/Jan/23 1:03 PM

Comment by melissa.brown@jlahome.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

This is all that I have - Vida's Brooklyn (540) 402-9139. It would be best to have it delivered but I simply have no other ideas at this point. When I research the address online I cannot find any store hours to try and deliver within.

Any ideas?

----- Original Message -----
Jira Admin - 17/Jan/23 1:14 PM

Comment by paperwork@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

Ok thank you

Stephanie , can you please try this number then ?

----- Original Message -----

Jira Admin - 17/Jan/23 1:19 PM

Comment by partnership_helpdesk@aduiepile.com :

This message originated outside of Southeastern Freight Lines. Use caution when opening attachments, clicking links or responding to requests for information.

SEFL

This needs to RTS now

Please advise then once approved

Thank you

----- Original Message -----

FOriginal Message -----

Haynes, LeStara - 17/Jan/23 3:50 PM

Good afternoon Justin,

Please provide authorization for this freight to be returned to the shipper. Our partner carrier has attempted to contact the consignee several times and has also attempted delivery, at this point freight will need to return to the shipper. Please authorize a reconsignment fee of \$152.52 for the return of this freight, this will be in addition to the original charges.

Respectfully,

Lestara Haynes

Southeastern Freight Lines, Inc.

Revenue Accounting/Interline Department

1-800-637-7335 Ext. 32104

Lestara.haynes@sefl.com

ref:_00Dj01tkOk._5003Z1WjuKt:ref

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--

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

Justin Cook <Justin.Cook@freightquote.com>

Wed, Jan 18, 2023 at 10:20 AM

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

Cc: cstraffic <cstraffic@ollix.com>, "PartnershipCorrections@sefl.com" <PartnershipCorrections@sefl.com>, "paperwork@aduiepyle.com" <paperwork@aduiepyle.com>, Traffic <traffic.frem@jlahome.com>

SEFL,

Please advise if this cant be delivered without a signature or an appt at the consignee address.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

ref:_00Dj01tkOk._5003Z1WjuKt:ref

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from your system. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the sender of the e-mail. The sender of the e-mail accepts no liability for any damage caused by any virus transmitted by this email. (IP)

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Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com