



Melissa Brown <melissa.brown@jlahome.com>

Documents for 419940984

6 messages

Victoria.Elmer via cstraffic <cstraffic@ollix.com>
Reply-To: Victoria.Elmer@freightquote.com
To: cstraffic@ollix.com, Justin.Cook@freightquote.com

Wed, Jan 25, 2023 at 10:05 AM


Hello,
We are reaching out regarding your shipment in the attached BOL. The carrier stated they attempted pickup and there was no freight available for them. Please let us know if this is still a valid shipment and confirm the shipping hours for your shipping location. We will reschedule this shipment upon receipt of this information.

If this is an error, please let us know and provide the PRO# if available. This will help us update our records and track your freight accordingly.

Thank you!

PDF Documents are best viewed with Adobe Acrobat Reader 5.1 or higher. Click on <http://www.adobe.com/reader> to find out how to get a free version of Adobe Acrobat Reader.

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 **DOC125202312511842.pdf**
89K

Melissa Brown <melissa.brown@jlahome.com>
To: Victoria.Elmer@freightquote.com
Cc: cstraffic@ollix.com, Justin.Cook@freightquote.com

Wed, Jan 25, 2023 at 10:45 AM

Hello,

This order shipped on 12/12/22, ABF Pro# 087611776. Please advise if this order is lost since it shipped over one month ago.

Thank you
[Quoted text hidden]
--

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

Melissa.brown@jlahome.com

Victoria Elmer <Victoria.Elmer@freightquote.com>
To: Melissa Brown <melissa.brown@jlahome.com>
Cc: "cstraffic@olliix.com" <cstraffic@olliix.com>, Justin Cook <Justin.Cook@freightquote.com>

Wed, Jan 25, 2023 at 10:48 AM

Following up I will get back to you soon as I can.

Thanks

From: Melissa Brown <melissa.brown@jlahome.com>
Sent: Wednesday, January 25, 2023 12:45 PM
To: Victoria Elmer <Victoria.Elmer@freightquote.com>
Cc: cstraffic@olliix.com; Justin Cook <Justin.Cook@freightquote.com>
Subject: Re: Documents for 419940984

[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. _

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Melissa Brown <melissa.brown@jlahome.com>
To: Victoria Elmer <Victoria.Elmer@freightquote.com>
Cc: "cstraffic@olliix.com" <cstraffic@olliix.com>, Justin Cook <Justin.Cook@freightquote.com>

Tue, Jan 31, 2023 at 3:45 PM

Hi Victoria,

Just checking in. Was this order found?

Please advise, thank you

[Quoted text hidden]

FQLTLOperations2 <FQLTLOperations2@freightquote.com>
To: Melissa Brown <melissa.brown@jlahome.com>
Cc: Victoria Elmer <Victoria.Elmer@freightquote.com>, Justin Cook <Justin.Cook@freightquote.com>

Wed, Feb 1, 2023 at 9:28 AM

I apologize for the delay in getting you an update on this, the carrier just got back to us with an update on this shipment. The carrier reported that this freight has been lost and they have not been able to locate it, they have advised to file a claim. Below are claim instructions.

In order to begin the claims process, please follow the below steps:

1. Login to your [Freightquote.com](https://freightquote.com) account
2. In the tracking section of the home page, click on the "Report loss or damage" link
3. Enter your BOL #

4. Follow the steps provided by the website to submit your claim

Any questions regarding your inquiry can be direct to our claims department at ClaimsFQ@freightquote.com or by phone at 800.323.5441.

Thank you,

JORDAN MIDDIE
Operations Coordinator

O: 8169496723
jordan.middien@freightquote.com
www.freightquote.com

[901 Carondelet Drive | Kansas City, MO 64114 United States](#)



Additional contacts:

Taylor Gibson | Operations Supervisor | e: taylor.gibson@freightquote.com
Deanna Carr | Operations Supervisor | e: deanna.carr@freightquote.com

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Melissa Brown <melissa.brown@jlahome.com> Wed, Feb 1, 2023 at 9:38 AM
To: FQLTLOperations2 <FQLTLOperations2@freightquote.com>
Cc: Victoria Elmer <Victoria.Elmer@freightquote.com>, Justin Cook <Justin.Cook@freightquote.com>

Thanks Victoria, will do.
[Quoted text hidden]