



Melissa Brown <melissa.brown@jlahome.com>

RE: SEFL pro# 349 447 250

25 messages

'JLA Home' via cstraffic <cstraffic@olliix.com>

Tue, Sep 17, 2024 at 8:48 AM

Reply-To: JLA Home <JLAHome@chrobinson.com>

To: "Bowen, Sharon" <Sharon.Bowen@sefl.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Cc: JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Good morning JLA team,

Please advise alt contact info for:

CHR 486415001

20808824

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Bowen, Sharon <Sharon.Bowen@sefl.com>
Sent: Tuesday, September 17, 2024 10:24 AM
To: LTLKC1 <LTLKC1@chrobinson.com>
Cc: JLA Home <JLAHome@chrobinson.com>
Subject: SEFL pro# 349 447 250

[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. _

Southeastern has been leaving voicemails for Beth at 828 773 8297 without anyone returning our calls. Do you have another contact phone number or contact person to reach for this shipment? We need to get this delivered as storage charges will start on 9/19/24.

Thank you.



Sharon Bowen
Customer Service | Southeastern Freight Lines
Hickory, NC
P: 828-459-0381 | E Sharon.Bowen@SEFL.com

WE ARE HERE TO SERVE!

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)

Lisa Petros <lisa.petros@jlahome.com>

Tue, Sep 17, 2024 at 9:48 AM

To: JLA Home <JLAHome@chrobinson.com>, "Bowen, Sharon" <Sharon.Bowen@sefl.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

Ollix CS Team –

Can someone assist on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

[Quoted text hidden]

Arjay Mayo <Arjay.Mayo@csphjla.com>

Tue, Sep 17, 2024 at 9:50 AM

To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, "Bowen, Sharon" <Sharon.Bowen@sefl.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

Working on this now, Lisa.

Regards,

Arjay

Ollix Customer Service

1.855.842.4358

CS@Ollix.com

[Quoted text hidden]

Arjay Mayo <Arjay.Mayo@csphjla.com>

Tue, Sep 17, 2024 at 10:59 AM

To: Arjay Mayo <Arjay.Mayo@csphjla.com>, Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, "Bowen, Sharon" <Sharon.Bowen@sefl.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

Hello,

I was advised by the customer that as per the email received from SEFL, this was delivered on 08/28 and the carrier website is showing the same. Please see attached.

Regards,


Arjay

Ollix Customer Service

1.855.842.4358

CS@Ollix.com

[Quoted text hidden]

 **JLA-38225.pdf**
159K

'JLA Home' via cstraffic <cstraffic@ollix.com>

Tue, Sep 17, 2024 at 11:02 AM

Reply-To: JLA Home <JLAHome@chrobinson.com>

To: Arjay Mayo <Arjay.Mayo@csphjla.com>, Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, "Bowen, Sharon" <Sharon.Bowen@sefl.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

@Bowen, Sharon

Looks like this delivered..?? Please confirm which load you are seeking assistance with.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



[Quoted text hidden]

'Bowen, Sharon' via cstraffic <cstraffic@ollix.com>
Reply-To: "Bowen, Sharon" <Sharon.Bowen@sefl.com>
To: JLA Home <JLAHome@chrobinson.com>, Arjay Mayo <Arjay.Mayo@csphjla.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

The original pro# 349 447250 is billed to Beth Eden Prairie MN shows delivered but a free astray for Beth 144 W Indrio Rd
Blowing Rock NC 1 pallet furniture 183 lbs is on our dock in Hickory NC ready for delivery. This is the location we need help delivering.

Thank you.

The screenshot shows a web browser window with two tabs labeled 'SEFL Menu System'. The address bar shows 'sefl.com/Menu/main.jsp'. The main content area is a terminal window with a black background and white text. The terminal displays the following information:

```
MANAGE QUE                               SOUTHEASTERN FREIGHT
DATE 09/17/24                             PRINTER STATUS FOR HICKORY
```

ACTION	PRINTER	FORM TYPE	COL02	COL03	COL04
-----	HICBCP1	BARPRO		Idle	

Forms Type optio
FORM TYPE: SEFL
Hit DO to comple

These are examples of the use of forms types.

- SEFL - P&D Strips
- MULTI - Orig & Dest daily reports
- DR - Delivery receipts
- DEFAULT - User generated reports (ie tr

The bottom of the screenshot shows a Windows taskbar with several open applications: 'SEFL Menu System ...', 'Inbox - Sharon.Bow...', 'FW: New business ...', 'FW: New case mess...', 'FW: New case mess...', and 'RE: SEFL Hickory co'.



Sharon Bowen

Customer Service | Southeastern Freight Lines

Hickory, NC

P: 828-459-0381 | E Sharon.Bowen@SEFL.com

WE ARE HERE TO SERVE!

From: JLA Home <JLAHome@chrobinson.com>

Sent: Tuesday, September 17, 2024 2:03 PM

To: Arjay Mayo <Arjay.Mayo@cspjla.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Bowen, Sharon <Sharon.Bowen@sefl.com>; LTLKC1 <LTLK1@chrobinson.com>

Subject: RE: SEFL pro# 349 447 250

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

[Quoted text hidden]

Arjay Mayo <Arjay.Mayo@cspjla.com>

Tue, Sep 17, 2024 at 12:24 PM

To: "Bowen, Sharon" <Sharon.Bowen@sefl.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Hello Sharon,

Thank you for this information. Can you please provide us the PRO for the shipment delivering to Hickory NC? May we also ask for pictures of the white carton label attached to the boxes, please? Thank you!

Regards,

Arjay

Ollix Customer Service

1.855.842.4358

CS@Ollix.com

[Quoted text hidden]

'Bowen, Sharon' via cstraffic <cstraffic@olliix.com>

Tue, Sep 17, 2024 at 12:33 PM

Reply-To: "Bowen, Sharon" <Sharon.Bowen@sefl.com>

To: Arjay Mayo <Arjay.Mayo@cspjla.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

The pro# is 369 437 772. A photo is attached.

Thank you.



Sharon Bowen

Customer Service | Southeastern Freight Lines

Hickory, NC

P: 828-459-0381 | E Sharon.Bowen@SEFL.com

WE ARE HERE TO SERVE!

From: Arjay Mayo <Arjay.Mayo@cspjla.com>

Sent: Tuesday, September 17, 2024 3:25 PM

To: Bowen, Sharon <Sharon.Bowen@sefl.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; LTLKC1 <LTLKC1@chrobinson.com>; cstraffic <cstraffic@olliix.com>


Subject: RE: SEFL pro# 349 447 250

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

This Message Is From an Untrusted Sender

You have not previously corresponded with this sender.

[Quoted text hidden]

 **seflimages_20240917153225_A97F8E6CE3.pdf**
50K

Arjay Mayo <Arjay.Mayo@cspjhla.com> Tue, Sep 17, 2024 at 1:03 PM
To: "Bowen, Sharon" <Sharon.Bowen@sefl.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

Hello Sharon,

I don't show results for PRO 369437772. Can we ask for a closer look of the white carton label attached to the boxes, please? Thank you!

[Quoted text hidden]

'Bowen, Sharon' via cstraffic <cstraffic@ollix.com> Tue, Sep 17, 2024 at 1:07 PM
Reply-To: "Bowen, Sharon" <Sharon.Bowen@sefl.com>
To: Arjay Mayo <Arjay.Mayo@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

I will have to have a dock worker to get me a picture of the label.

Thank you.



Sharon Bowen

Customer Service | Southeastern Freight Lines

Hickory, NC

P: 828-459-0381 | E Sharon.Bowen@SEFL.com

WE ARE HERE TO SERVE!

From: Arjay Mayo <Arjay.Mayo@cspjhla.com>
Sent: Tuesday, September 17, 2024 4:03 PM
To: Bowen, Sharon <Sharon.Bowen@sefl.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; LTLKC1 <LTLKC1@chrobinson.com>; cstraffic <cstraffic@ollix.com>
Subject: RE: SEFL pro# 349 447 250

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

[Quoted text hidden]

Arjay Mayo <Arjay.Mayo@cspjhla.com> Tue, Sep 17, 2024 at 1:30 PM
To: "Bowen, Sharon" <Sharon.Bowen@sefl.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

Thanks, Sharon!

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com> Tue, Sep 17, 2024 at 1:31 PM
To: "Bowen, Sharon" <Sharon.Bowen@sefl.com>
Cc: Arjay Mayo <Arjay.Mayo@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

Sharon,

It looks to me like when SEFL handed this order to Dayton to deliver to the consignee that the address on the BOL was combined with the CHR address on the BOL when given to Dayton, see below.

This order at no time was to be delivered to Eden Prairie, MN. We will get an alternate contact number for this to deliver to the NC address. Please make sure things are straightened out on your end and that there are 3 units to be delivered to Beth in NC.

original BOL:

Shipper: Ship Date 8/23/2024

Ship# - SD3
311 International Trade Pkwy
port wentworth, GA 31407
Honoria Leaupepe (912) 875-2828
Reference Number: 20808824 OX

Carrier: Southeastern Freight Lines, Inc.
Pro#: 349447250
CHR Order#: 1650623644
PO#: 20808824

Consignee: Due Date 8/28/2024

Beth
144 W INDRIO RD
BLOWING ROCK, NC 28605-8121
Beth (828) 773-8297
Reference Number: JLA-38225

All Freight charges PPD/3rd party bill to:
OA Logistics c/o CHRLTL
14701 Charlson Road
Suite 2100
Eden Prairie, MN 55347

Dayton:



More Capacity = Better Service!
We have grown in Cleveland, OH
Visit Our Website: daytonfreight.com

Consignee	BETH 9999042 144 W INDRIO RD EDEN PRAIRIE, MN 55347	Shipper	SHIP8 SD3 7115000 311 INTERNATIONAL TRADE PKWY PORT WENTWORTH, GA 31407	DT	DTL PU Date ATB 8/26/24 DT Standard Date LKN 8/28/24
Special Instructions		Appt Contact Name	B/L Number NS	PO Number	20808824
		Appt Date	Appt Time	COB Amount	DRC Amount
				Partner Carrier	From SEFL

H/U	H/M	Description	Class	Wgt-LB	Rate	Charges
		EXT LENGTH @ DAY Date-08/26/24 W&R certificate # 0184147 extreme len 07.1 EXTREME LENGTH ***** L I F T O A T E R E Q U I R E D !! PRIVATE RESIDENCE DELIVERY APPOINTMENT				

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>

Thu, Sep 19, 2024 at 8:40 AM

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

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@ollix.com>

--Removed Sharon

@Melissa Brown please see attached email I received this morning. SEFL cannot access the consignee's address. The freight will either have to be rescued with a sprinter van for delivery or returned to the warehouse. I've reached out to our final mile team for a sprinter quote, quote is \$375. Please advise how you'd like us to proceed.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



486415001

20808824

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

Sent: Tuesday, September 17, 2024 3:32 PM

To: Bowen, Sharon <Sharon.Bowen@sefl.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; LTLKC1 <LTLKC1@chrobinson.com>; cstraffic <cstraffic@ollix.com>

Subject: Re: SEFL pro# 349 447 250

Sharon,

It looks to me like when SEFL handed this order to Dayton to deliver to the consignee that the address on the BOL was combined with the CHR address on the BOL when given to Dayton, see below.

This order at no time was to be delivered to Eden Prairie, MN. We will get an alternate contact number for this to deliver to the NC address. Please make sure things are straightened out on your end and that there are 3 units to be delivered to Beth in NC.

original BOL:

Shipper: Ship Date 8/23/2024 SHIP8 - SD3 311 International Trade Pkwy port wentworth, GA 31407 Honorina Leaupepe (912) 875-2828 Reference Number: 20808824 OX	Carrier: Southeastern Freight Lines, Inc. Pro#: 349447250 CHR Order#: 1650623644 PO#: 20808824
Consignee: Due Date 8/28/2024 Beth 144 W INDRIO RD BLOWING ROCK, NC 28605-8121 Beth (828) 773-8297 Reference Number: JLA-38225	All Freight charges PPD/3rd party bill to: OA Logistics c/o CHRLTL 14701 Charlson Road Suite 2100 Eden Prairie, MN 55347

Dayton:


		More Capacity = Better Survival We have grown in Cleveland, OH Visit Our Website: daytonfreight.com				
Consignee: BETH 9999042 144 W INDRIO RD EDEN PRAIRIE, MN 55347	Shipper: SHIP8 SD3 7115000 311 INTERNATIONAL TRADE PKWY PORT WENTWORTH, GA 31407	OF ATB 8/26/24 DT Standard Date LKN 8/28/24	PO Number 20808824			
Special Instructions	Appt Contact Name: NS Appt Date:	BIL Number: NS DRC Amount:	Partner Carrier: SEFL			
H/U	H/M	Description	Class	Wgt-LB	Rate	Charges
		EXT LENGTH @ DAY Date-08/26/24 W&R certificate # 0184147 extreme len 071 EXTREME LENGTH ***** L I F T G A T E R E Q U I R E D ! PRIVATE RESIDENCE DELIVERY APPOINTMENT				

[Quoted text hidden]
 [Quoted text hidden]

----- Forwarded message -----
 From: "Bell, Shane" <Shane.Bell@sefl.com>
 To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>
 Cc: "Bowen, Sharon" <Sharon.Bowen@sefl.com>, "Orren, Shannon" <Shannon.Orren@sefl.com>
 Bcc:
 Date: Thu, 19 Sep 2024 14:46:05 +0000
 Subject: RE: 369437772

We cannot access the location at all and they have no way to meet.

Respectfully,

	Shane Bell
	OS&D Southeastern Freight Lines
	Hickory, NC
	P: 800-332-2511 E: shane.bell@sefl.com

WE ARE HERE TO SERVE!

*****ON-HAND NOTICE WILL BE SENT 48HRS AFTER FIRST NOTIFICATION*****

From: JLA Home <JLAHome@chrobinson.com>
 Sent: Thursday, September 19, 2024 10:42 AM
 To: Bell, Shane <Shane.Bell@sefl.com>; JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>
 Cc: Bowen, Sharon <Sharon.Bowen@sefl.com>; Orren, Shannon <Shannon.Orren@sefl.com>
 Subject: RE: 369437772

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

Question—is the consignee requesting inside delivery for this and you can only drop it at the curb.....or do you have no vehicle available to bring this to that address at all?

BRIAN BUTLER (He/Him)
 Customer Account Specialist

O: 816.949.6681
 brian.butler@freightquote.com
 www.chrobinson.com



From: Bell, Shane <Shane.Bell@sefl.com>
Sent: Thursday, September 19, 2024 9:33 AM
To: JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>
Cc: Bowen, Sharon <Sharon.Bowen@sefl.com>; Orren, Shannon <Shannon.Orren@sefl.com>
Subject: RE: 369437772

Thank you.

Respectfully,



Shane Bell

OS&D | Southeastern Freight Lines

Hickory, NC

P: 800-332-2511 | E: shane.bell@sefl.com

WE ARE HERE TO SERVE!

*****ON-HAND NOTICE WILL BE SENT 48HRS AFTER FIRST NOTIFICATION*****

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, September 19, 2024 10:33 AM
To: Bell, Shane <Shane.Bell@sefl.com>; JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>
Cc: Bowen, Sharon <Sharon.Bowen@sefl.com>
Subject: RE: 369437772

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

Thank you, working on options for customer.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Bell, Shane <Shane.Bell@sefl.com>
Sent: Thursday, September 19, 2024 9:29 AM
To: JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>
Cc: Bowen, Sharon <Sharon.Bowen@sefl.com>
Subject: RE: 369437772

It is at our dock.

3055 KELLY BLVD

CLAREMONT, NC 28610

Respectfully,



Shane Bell

OS&D | Southeastern Freight Lines

Hickory, NC

P: 800-332-2511 | E: shane.bell@sefl.com

WE ARE HERE TO SERVE!

*****ON-HAND NOTICE WILL BE SENT 48HRS AFTER FIRST NOTIFICATION*****

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, September 19, 2024 10:25 AM
To: Bell, Shane <Shane.Bell@sefl.com>; LTLKC1 <LTLKC1@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Bowen, Sharon <Sharon.Bowen@sefl.com>
Subject: RE: 369437772

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

Please advise current location of freight.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Bell, Shane <Shane.Bell@sefl.com>
Sent: Thursday, September 19, 2024 9:13 AM
To: LTLKC1 <LTLKC1@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Bowen, Sharon <Sharon.Bowen@sefl.com>
Subject: 369437772
Importance: High

[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. ...

Good morning,

Please see attached BOL regarding pro# 369437772. The customer would like to have this shipment rescued as SEFL has no access to their location and they cannot meet out driver. Please advise.

Respectfully,



Shane Bell

OS&D | Southeastern Freight Lines


Hickory, NC


WE ARE HERE TO SERVE!

*****ON-HAND NOTICE WILL BE SENT 48HRS AFTER FIRST NOTIFICATION*****

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)

2 attachments

 **RE: 369437772.eml**
116K

 **seflimages_20240919100213_B1FA16255C.pdf**
123K

Melissa Brown <melissa.brown@jlahome.com>

Thu, Sep 19, 2024 at 8:52 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Okay, thank you Brian. We still have not heard back on an alternate phone number either. Can you get the RTS fee please? I will see what they would like to do.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>

Thu, Sep 19, 2024 at 9:05 AM

To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Hi Melissa,

Working on RTS quote, report right back!

KYLEE HOLMES

Customer Account Specialist

O: 816.704.5095 x2311 | F: 913.310.7426

kylee.holmes@chrobinson.com

www.chrobinson.com

901 Carondelet Dr W | Kansas City, Missouri 64114



[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Fri, Sep 20, 2024 at 12:58 PM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Hello,

It has been confirmed that the customer does want this order returned. Can I get the RTS fee please?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>

Fri, Sep 20, 2024 at 1:07 PM

To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

RTS has been requested. Will advise

BRIAN BUTLER (He/Him)

Customer Account Specialist

O: 816.949.6681

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>

Mon, Sep 23, 2024 at 8:21 AM

To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

RTS \$150

Please advise if approved.

BRIAN BUTLER (He/Him)

Customer Account Specialist

O: 816.949.6681

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Mon, Sep 23, 2024 at 8:23 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Thank you Brian. I will get back to you with approval.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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JLA Home <JLAHome@chrobinson.com>

Tue, Sep 24, 2024 at 7:51 AM

To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhja.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Good morning Melissa,

Following up, do we have disposition on this yet?

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Melissa Brown <melissa.brown@jlahome.com> Tue, Sep 24, 2024 at 8:14 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Arjay Mayo <Arjay.Mayo@cspjla.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Sorry, not yet. I hope to provide disposition this morning sometime. I will send an update once the return is confirmed.

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

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Melissa Brown <melissa.brown@jlahome.com> Tue, Sep 24, 2024 at 1:35 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Arjay Mayo <Arjay.Mayo@cspjla.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

The rts fee of \$150.00 is approved. Please return.

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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JLA Home <JLAHome@chrobinson.com> Tue, Sep 24, 2024 at 1:38 PM
To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>
Cc: Arjay Mayo <Arjay.Mayo@cspjla.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Advising carrier

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Melissa Brown <melissa.brown@jlahome.com> Tue, Sep 24, 2024 at 1:41 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Arjay Mayo <Arjay.Mayo@cspjla.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Thank you, sorry for the delay:)

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

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JLA Home <JLAHome@chrobinson.com> Tue, Sep 24, 2024 at 1:46 PM
To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>
Cc: Arjay Mayo <Arjay.Mayo@cspjla.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, cstraffic <cstraffic@olliix.com>

All good Melissa!!

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