



Melissa Brown <melissa.brown@jlahome.com>

RE: RE: Need disposition on damage & refused pro# 329554298

9 messages

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

Wed, Jul 17, 2024 at 12:19 PM

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

To: JLA Home <JLAHome@chrobinson.com>, "cheryl.cox@sefl.com" <cheryl.cox@sefl.com>, cstraffic <cstraffic@ollix.com>

Cc: LTLKC1 <LTLKC1@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Good afternoon JLA team,

Please advise disposition and freight value for the load below. Pictures attached.

CHR 481512040

20801904

Thank you

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

**C.H. ROBINSON**
ACCELERATE YOUR ADVANTAGE®

From: Brian Butler <Brian.Butler@chrobinson.com>
Sent: Wednesday, July 17, 2024 2:01 PM
To: JLA Home <JLAHome@chrobinson.com>; cheryl.cox@sefl.com
Cc: LTLKC1 <LTLKC1@chrobinson.com>
Subject: FW: RE: Need disposition on damage & refused pro# 329554298

BRIAN BUTLER (He/Him)
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From: LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>
Sent: Wednesday, July 17, 2024 1:45 PM
To: Brian Butler <Brian.Butler@chrobinson.com>; Cox, Cheryl <cheryl.cox@sefl.com>
Subject: FW: RE: Need disposition on damage & refused pro# 329554298

Brian,

Please see attached and advise disposition for CHR 481512040.

Thanks,

SHANIA DRAPER

Associate Operation Representative

816-977-2173

shania.draper@chrobinson.com

www.chrobinson.com

901 Carondelet Drive | Kansas City, MO 64114 United States



C.H. ROBINSON



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

From: LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>;
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2 attachments

 **32955429.B00.pdf**
 106K

 **seflimages_20240717091759_1A4EC3EA83.pdf**
 77K

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Total claim amount =	959.02

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20801904 invoice.pdf
122K

Melissa Brown <melissa.brown@jlahome.com> Wed, Jul 17, 2024 at 11:54 PM
To: JLA Home <JLAHome@chrobinson.com>, "Cheryl Cox" <cheryl.cox@sefl.com>
Cc: cstraffic <cstraffic@olliix.com>, LTLKC1 <LTLKC1@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Cheryl,

Please send documentation notating this was refused for damage.

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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'Cox, Cheryl' via cstraffic <cstraffic@ollix.com> Thu, Jul 18, 2024 at 5:24 AM
Reply-To: "Cox, Cheryl" <cheryl.cox@sefl.com>
To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>
Cc: cstraffic <cstraffic@ollix.com>, LTLKC1 <LTLKC1@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Thanks, sending to salvage on d/h pro# 376760842



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Total claim amount = 959.02

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From: Melissa Brown <melissa.brown@jlahome.com>
Sent: Thursday, July 18, 2024 2:54 AM
To: JLA Home <JLAHome@chrobinson.com>; Cox, Cheryl <cheryl.cox@sefl.com>
Cc: cstraffic <cstraffic@olliix.com>; LTLKC1 <LTLKC1@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: Re: RE: Need disposition on damage & refused pro# 329554298

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

Cheryl,

Please send documentation notating this was refused for damage.

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Wed, Jul 17, 2024 at 5:34 PM Melissa Brown <melissa.brown@jlahome.com> wrote:

Hello,

The value of the damaged item is below, invoice attached. The carrier can either salvage the item for the claims process or discard it.

Item # CH133-1000 = 719.10

Item freight = 239.92

Total claim amount = 959.02

Thank you

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Melissa.brown@jlahome.com

On Wed, Jul 17, 2024 at 12:19 PM 'JLA Home' via cstraffic <cstraffic@olliix.com> wrote:

Good afternoon JLA team,

Please advise disposition and freight value for the load below. Pictures attached.

CHR 481512040

20801904

Thank you

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: Brian Butler <Brian.Butler@chrobinson.com>
Sent: Wednesday, July 17, 2024 2:01 PM
To: JLA Home <JLAHome@chrobinson.com>; cheryl.cox@sefl.com
Cc: LTLKC1 <LTLKC1@chrobinson.com>
Subject: FW: RE: Need disposition on damage & refused pro# 329554298

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brian.butler@freightquote.com
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901 W Carondelet Drive | Kansas City, MO 64114



From: LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>
Sent: Wednesday, July 17, 2024 1:45 PM
To: Brian Butler <Brian.Butler@chrobinson.com>; Cox, Cheryl <cheryl.cox@sefl.com>
Subject: FW: RE: Need disposition on damage & refused pro# 329554298

Brian,

Please see attached and advise disposition for CHR 481512040.

Thanks,

SHANIA DRAPER

Associate Operation Representative

816-977-2173

shania.draper@chrobinson.com

www.chrobinson.com

901 Carondelet Drive | Kansas City, MO 64114 United States



C.H. ROBINSON



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

From: LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>;

Received: Wed Jul 17 2024 08:28:07 GMT-0500 (Central Daylight Time)

To: Cox, Cheryl <cheryl.cox@sefl.com>; LTL Traffic Team <LTLTrafficTeam@chrobinson.com>; LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>;

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Subject: Need disposition on damage & refused pro# 329554298

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<p>Cheryl Cox OS & D ADMIN III Southeastern Freight Lines Kinston, NC</p> <hr/> <p>P: 252.522.0593 E: cheryl.cox@sefl.com</p>

WE ARE HERE TO SERVE!

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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

seflimages_20240717091759_1A4EC3EA83.pdf
77K

32955429.B00.pdf
106K

Melissa Brown <melissa.brown@jlahome.com> Thu, Jul 18, 2024 at 7:41 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: "Cox, Cheryl" <cheryl.cox@sefl.com>, cstraffic <cstraffic@ollnix.com>, LTLKC1 <LTLKC1@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Brian,

I already have the pictures and the signed BOL. I need documentation stating the delivery was refused because the item was damaged. Is it possible for you to send something about the delivery being refused for damage?

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925-583-9305

Melissa.brown@jlahome.com

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Damage pic and POD attached.

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Customer Account Specialist

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brian.butler@freightquote.com
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Item freight =	239.92
<hr/>	
Total claim amount =	959.02

Thank you

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Good afternoon JLA team,

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CHR 481512040

20801904

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

901 W Carondelet Drive | Kansas City, MO 64114



From: LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>
Sent: Wednesday, July 17, 2024 1:45 PM
To: Brian Butler <Brian.Butler@chrobinson.com>; Cox, Cheryl <cheryl.cox@sefl.com>
Subject: FW: RE: Need disposition on damage & refused pro# 329554298

Brian,

Please see attached and advise disposition for CHR 481512040.

Thanks,

SHANIA DRAPER
 Associate Operation Representative

816-977-2173
 shania.draper@chrobinson.com
 www.chrobinson.com

901 Carondelet Drive | Kansas City, MO 64114 United States



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Received: Wed Jul 17 2024 08:28:07 GMT-0500 (Central Daylight Time)
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shania.draper@chrobinson.com
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C.H. ROBINSON



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Cheryl Cox
OS & D ADMIN III | Southeastern Freight Lines
Kinston, NC
P: 252.522.0593 | E: cheryl.cox@sefl.com

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Storage charges will begin 48 hours after 1st notification

My hours are 7:30am to 4:00pm

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)

JLA Home <JLAHome@chrobinson.com>

Thu, Jul 18, 2024 at 7:48 AM

To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, "Cox, Cheryl" <cheryl.cox@sefl.com>
Cc: cstraffic <cstraffic@ollix.com>, LTLKC1 <LTLKC1@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Good morning Melissa,

There wouldn't be a revised POD. The carrier acknowledging the freight on this email is your proof of damage.

@Cox, Cheryl can you confirm what I stated above is correct please?

Thank you.

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

Sent: Thursday, July 18, 2024 9:41 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Cox, Cheryl <cheryl.cox@sefl.com>; cstraffic <cstraffic@ollix.com>; LTLKC1 <LTLKC1@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>

Subject: Re: RE: Need disposition on damage & refused pro# 329554298

Brian,

I already have the pictures and the signed BOL. I need documentation stating the delivery was refused because the item was damaged.

Is it possible for you to send something about the delivery being refused for damage?

Melissa Brown

Customer Service Manager

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925-583-9305

Melissa.brown@jlahome.com

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Damage pic and POD attached.

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Customer Account Specialist

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

901 W Carondelet Drive | Kansas City, MO 64114



From: Cox, Cheryl <cheryl.cox@sefl.com>
Sent: Thursday, July 18, 2024 7:30 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: cstraffic <cstraffic@olliix.com>; LTLKC1 <LTLKC1@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: RE: Need disposition on damage & refused pro# 329554298

Good morning, Melissa

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Cheryl Cox
 OS & D ADMIN III | Southeastern Freight Lines
 Kinston, NC
 P: 252.522.0593 | E: cheryl.cox@sefl.com

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Cc: cstraffic <cstraffic@ollix.com>; LTLKC1 <LTLKC1@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>
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Good afternoon JLA team,

Please advise disposition and freight value for the load below. Pictures attached.

CHR 481512040

20801904

Thank you

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www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Brian Butler <Brian.Butler@chrobinson.com>
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To: JLA Home <JLAHome@chrobinson.com>; cheryl.cox@sefl.com
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Subject: FW: RE: Need disposition on damage & refused pro# 329554298

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Customer Account Specialist

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

901 W Carondelet Drive | Kansas City, MO 64114



From: LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>
Sent: Wednesday, July 17, 2024 1:45 PM
To: Brian Butler <Brian.Butler@chrobinson.com>; Cox, Cheryl <cheryl.cox@sefl.com>
Subject: FW: RE: Need disposition on damage & refused pro# 329554298

Brian,

Please see attached and advise disposition for CHR 481512040.

Thanks,

SHANIA DRAPER

Associate Operation Representative

816-977-2173

shania.draper@chrobinson.com

www.chrobinson.com

901 Carondelet Drive | Kansas City, MO 64114 United States



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

From: LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>;
Received: Wed Jul 17 2024 08:28:07 GMT-0500 (Central Daylight Time)
To: Cox, Cheryl <cheryl.cox@sefl.com>; LTL Traffic Team <LTLTrafficTeam@chrobinson.com>; LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>;
Subject: RE: Need disposition on damage & refused pro# 329554298

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C.H. ROBINSON



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From: Cox, Cheryl <cheryl.cox@sefl.com>;
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To: LTL Traffic Team <ltltrafficteam@chrobinson.com>; LTLTrafficTeam <ltltrafficteam@chrobinson.com>;
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Kinston, NC
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Cox, Cheryl <cheryl.cox@sefl.com>

Thu, Jul 18, 2024 at 8:00 AM

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

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

Good morning, ALL

That is correct, we do not have a sign delivery receipt due to shipment was refused due to damage which is in the email below.



Cheryl Cox

OS & D ADMIN III | Southeastern Freight Lines

Kinston, NC

P: 252.522.0593 | E: cheryl.cox@sefl.com

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To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Cox, Cheryl <cheryl.cox@sefl.com>

Cc: cstraffic <cstraffic@olliix.com>; LTLKC1 <LTLKC1@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>

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ACCELERATE YOUR ADVANTAGE™



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Associate Operation Representative

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shania.draper@chrobinson.com

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From: LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>;

Received: Wed Jul 17 2024 08:28:07 GMT-0500 (Central Daylight Time)

To: Cox, Cheryl <cheryl.cox@sefi.com>; LTL Traffic Team <LTLTrafficTeam@chrobinson.com>; LTLTrafficTeam <LTLTrafficTeam@chrobinson.com>;

Subject: RE: Need disposition on damage & refused pro# 329554298

AMs,

Please see below/attached and advise.

Thanks,

SHANIA DRAPER

Associate Operation Representative

816-977-2173

shania.draper@chrobinson.com

www.chrobinson.com

901 Carondelet Drive | Kansas City, MO 64114 United States



C.H. ROBINSON



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

From: Cox, Cheryl <cheryl.cox@sefi.com>;

Received: Wed Jul 17 2024 08:24:37 GMT-0500 (Central Daylight Time)

To: LTL Traffic Team <ltrltrafficteam@chrobinson.com>; LTLTrafficTeam <ltrltrafficteam@chrobinson.com>;

Subject: Need disposition on damage & refused pro# 329554298

[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, CH Robinson

Please see attachment for copy of your bill of lading and pictures of the damage & refused freight. Please contact your customer for the cost and disposition ?



<p>Cheryl Cox OS & D ADMIN III Southeastern Freight Lines Kinston, NC</p>
<p>P: 252.522.0593 E: cheryl.cox@sefl.com</p>

WE ARE HERE TO SERVE!

****Disposition received after 3:00pm EST, will be processed the next business day.****

Storage charges will begin 48 hours after 1st notification

My hours are 7:30am to 4:00pm

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