



Melissa Brown <melissa.brown@jlahome.com>

ORDER RELEASE-WDC-OLLIIX Order 20776151/PO 2891669

13 messages

noreply@jlahome.com <noreply@jlahome.com>

Fri, Jan 26, 2024 at 12:19 PM

To: cstraffic@olliix.com, fengjing@syncsoftinc.cn, gladesh.magsacay@jlapilippine.com, helen.chen@jlahome.com, wod.ship@ship8.com, zhuwenjun@scmhome.com

Hello –

This order is released. Please process. If the order cannot be shipped by the ship date on the BOL, please let Customer Service know.

***Please confirm that the BOL# is printed on the carton labels. EEC has been updated to print the BOL# on the labels.

Ship Date: 1/31/24

Shipping with: Roadrunner Freight

Carrier Order No.: 1623079771

BOL#: 463176645

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1406248474.pdf

Shipping Instruction:

Thank you,

Arianne Marundan <Arianne.Marundan@cspjhla.com>

Wed, Feb 7, 2024 at 8:23 AM

To: "JLA Home <JLAHome@chrobinson.com>" <JLAHome@chrobinson.com>

Cc: "Melissa Brown <melissa.brown@jlahome.com>" <melissa.brown@jlahome.com>, CS Traffic <cstraffic@olliix.com>

Hello Team,

CX is requesting an update regarding Order# 20776151. They mentioned that the estimated delivery date was 2/5; however, no delivery appointment has been scheduled yet. Thank you!

Carrier: ROADRUNNER TRANSPORTATION SERVICES, INC.

PRO#: 33739703

Shipment#: 463176645

CHRW#: YTX48MZ9HNHB2Y

CX Messaged:

The estimated delivery date for this order was 2/5

However, I do see that the delivery appointment was not scheduled as of yet.

Would you kindly be able to update us on this?

Sincerely,

Arianne
Olliix Customer
Service 1.855.842.4358
CS@Olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>
Sent: Saturday, January 27, 2024 4:19 AM
To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; gladesh.magsacay@jlaphilippine.com <gladesh.magsacay@jlaphilippine.com>; helen.chen@jlahome.com <helen.chen@jlahome.com>; wod.ship@ship8.com <wod.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>
Subject: ORDER RELEASE-WDC-OLLIIX Order 20776151/PO 2891669

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JLA Home <JLAHome@chrobinson.com> Wed, Feb 7, 2024 at 9:19 AM
To: Arianne Marundan <Arianne.Marundan@cspjla.com>, JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>
Cc: "Melissa Brown <melissa.brown@jlahome.com>" <melissa.brown@jlahome.com>, CS Traffic <cstraffic@olliix.com>

Good morning Arianne,

Online tracking looks like this just arrived at the destination terminal yesterday.

[@LTLKC1](#) can you reach out to RRTS and ask if anything is needed from us to schedule this at this time/when will they be reaching out to the consignee to set up delivery.

CHR 463176645

Thank you!

BRIAN BUTLER (He/Him)
Customer Account Specialist

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



From: Arianne Marundan <Arianne.Marundan@cspjla.com>
Sent: Wednesday, February 7, 2024 10:23 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Melissa Brown <melissa.brown@jlahome.com> <melissa.brown@jlahome.com>; CS Traffic <cstraffic@ollix.com>
Subject: Fw: ORDER RELEASE-WDC-OLLIX Order 20776151/PO 2891669

[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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LTLKC1 <LTLKC1@chrobinson.com> Wed, Feb 7, 2024 at 10:24 AM
 To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>, Arianne Marundan <arianne.marundan@cspjla.com>
 Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@ollix.com" <cstraffic@ollix.com>

Good Afternoon,

I spoke with Emma @ RR and she stated that this shipment is tagged as no freight.. She is contacting OS&D to start conducting dock searches. We will follow up on this. I went ahead and confirmed delivery contact with her. She said she will contact the appointment clerk to get this set up as soon as this is located.

Load 463176645
Jennifer Winemiller
 Associate Operations Coordinator

O: 866.400.9216
jennifer.winemiller@chrobinson.com
www.chrobinson.com

901 W Carondelet Dr | Kansas City, MO 64114

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Arianne Marundan <Arianne.Marundan@cspjhla.com>

Fri, Feb 9, 2024 at 9:21 AM

To: LTLKC1 <LTLKC1@chrobinson.com>, JLA Home <JLAHome@chrobinson.com>

Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@ollix.com" <cstraffic@ollix.com>

Hello Team,

I just want to ask for an update regarding this issue for Order# 20776151. Thank you very much! Have a great day!

Sincerely,

Arianne

Ollix Customer Service

1.855.842.4358

cs@ollix.com

From: LTLKC1 <LTLKC1@chrobinson.com>

Sent: Thursday, February 8, 2024 2:24 AM

To: JLA Home <JLAHome@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>; Arianne Marundan <Arianne.Marundan@cspjhla.com>; LTLKC1 <LTLKC1@chrobinson.com>

Cc: Melissa Brown <melissa.brown@jlahome.com>; cstraffic@ollix.com <cstraffic@ollix.com>

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LTLKC1 <LTLKC1@chrobinson.com>

Fri, Feb 9, 2024 at 9:49 AM

To: Arianne Marundan <arianne.marundan@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>

Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@ollix.com" <cstraffic@ollix.com>

Good Afternoon,

Per OS&D they are still performing dock searches and they do not have an update at this time.

load 463176645

Please let us know if there is anything else we can assist you with.

Thank you and have a great day!

Christina Hughes

Operations Coordinator, Centralized Operations

O: 866.400.9216 ext. 2775

christina.burks@chrobinson.com

www.chrobinson.com

901 Carondelet Dr | Kansas City, MO 64114 United States



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Arianne Marundan <Arianne.Marundan@cspjla.com> Mon, Feb 12, 2024 at 2:46 PM
 To: LTLKC1 <LTLKC1@chrobinson.com>, JLA Home <JLAHome@chrobinson.com>
 Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@olliix.com" <cstraffic@olliix.com>

Hello Team,

I'm just reaching out to request an update on the status of Order# 20776151. The customer (CX) has informed us that they're seeking a refund because the carrier has informed them that the order was lost. Could you please confirm this information? Thank you very much!

Sincerely,

Arianne
 Olliix Customer Service
 1.855.842.4358
cs@olliix.com

From: LTLKC1 <LTLKC1@chrobinson.com>
Sent: Saturday, February 10, 2024 1:49 AM
To: Arianne Marundan <Arianne.Marundan@cspjla.com>; JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>
Cc: Melissa Brown <melissa.brown@jlahome.com>; cstraffic@olliix.com <cstraffic@olliix.com>

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LTLKC1 <LTLKC1@chrobinson.com> Tue, Feb 13, 2024 at 6:03 AM
 To: Arianne Marundan <arianne.marundan@cspjla.com>, JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>
 Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@olliix.com" <cstraffic@olliix.com>

Good Morning,

Per Anthony with Roadrunner this has still not been located.

Load 463176645

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Arianne Marundan <Arianne.Marundan@cspjla.com> Tue, Feb 13, 2024 at 7:38 AM
 To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>
 Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@olliix.com" <cstraffic@olliix.com>

Team,

Good morning! Just to clarify, the carrier has not yet tagged the item as lost or untraceable, and they are still conducting a dock search. Thank you.

Sincerely,

Arianne
Olliix Customer Service
1.855.842.4358
cs@ollix.com

From: 'LTLKC1' via cstraffic <cstraffic@ollix.com>

Sent: Tuesday, February 13, 2024 10:03 PM

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Arianne Marundan <Arianne.Marundan@cspjhla.com>

Wed, Feb 14, 2024 at 1:16 PM

To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>

Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@ollix.com" <cstraffic@ollix.com>

Team,

Any news or update regarding Order# 20776151? Thank you so much!

Happy Valentine's Day!

Sincerely,

Arianne
Olliix Customer Service
1.855.842.4358
cs@ollix.com

From: Arianne Marundan <Arianne.Marundan@cspjhla.com>

Sent: Tuesday, February 13, 2024 11:38 PM

To: JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>

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JLA Home <JLAHome@chrobinson.com>

Wed, Feb 14, 2024 at 1:42 PM

To: Arianne Marundan <Arianne.Marundan@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>

Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@ollix.com" <cstraffic@ollix.com>

@LTLKC1 please follow up with carrier if this has been located.

CHR 463176645

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Arianne Marundan <Arianne.Marundan@cspjhla.com>

Wed, Feb 14, 2024 at 3:13 PM

To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>

Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@olliix.com" <cstraffic@olliix.com>

Hello Team,

I have initiated a refund for CX. Kindly inform the carrier that once the order has been located please arrange for its return to our warehouse. Thank you.

Sincerely,

Arianne
Olliix Customer Service
1.855.842.4358
cs@olliix.com

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, February 15, 2024 5:42 AM

To: Arianne Marundan <Arianne.Marundan@cspjhla.com>; JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>

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LTLKC1 <LTLKC1@chrobinson.com>

Thu, Feb 15, 2024 at 6:30 AM

To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>, Arianne Marundan <arianne.marundan@cspjhla.com>

Cc: Melissa Brown <melissa.brown@jlahome.com>, "cstraffic@olliix.com" <cstraffic@olliix.com>

Good Morning,

Per OS&D- nothing has been located on this PRO yet. Dock searches are still being conducted.

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