



Melissa Brown <melissa.brown@jlahome.com>

ORDER RELEASE-SD2-OLLIIX Order 20803579/PO JLA240717G2

18 messages

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

Thu, Jul 25, 2024 at 12:13 PM

To: cstraffic@olliix.com, fengjing@syncsoftinc.cn, gladesh.magsacay@jlaphilippine.com, helen.chen@jlahome.com, sv2.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: 7/30/24

Shipping with: AAA Cooper Transportation

Carrier Order No.: 1646970639

BOL#: 483329483

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1482843104.pdf

Shipping Instruction: ***SHIP AS LOOSE CARTONS Routing contact - Teresa Gorman teresa.gorman@furniturerow.com Madalyn Coln 662-844-4933 Sun Ten Transport

Thank you,

Melissa Brown <melissa.brown@jlahome.com>

Thu, Aug 29, 2024 at 9:11 AM

To: CHRobinson <jlahome@chrobinson.com>

Cc: CS Traffic <cstraffic@olliix.com>, Lisa Petros <lisa.petros@jlahome.com>

CHR,

This order delivered 1 pallet short. The missing items are listed below. The shortage was noted on the delivery receipt. Please have the carrier perform a dock search or provide a POD showing they delivered at a later date.

Missing items:

5 x FB13-1149 (3 piece quilt sets, box dims = 24x18x8)

49 x ID20-145 (Sheet sets, box dims = 12x10x5)

20 X MZK10-164 (Comforter sets, box dims = 19x14x9)

5 X MPS13-272 (3 piece quilt sets, box dims = 19x17x10)

16 X UHK100156 (Comforter sets, box dims = 23x21x8)

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>

Thu, Aug 29, 2024 at 9:38 AM

To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, LTLKC1

<LTLKC1@chrobinson.com>

Cc: CS Traffic <cstraffic@ollix.com>, Lisa Petros <lisa.petros@jlahome.com>

@LTLKC1

Load delivered 1 pallet short and notated. Please reach out to carrier and see if it's been found.

CHR 483329483

20803579

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

Sent: Thursday, August 29, 2024 11:11 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@ollix.com>; Lisa Petros <lisa.petros@jlahome.com>

Subject: Fwd: ORDER RELEASE-SD2-OLLIX Order 20803579/PO JLA240717G2

[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> Thu, Aug 29, 2024 at 11:46 AM
To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>, CS Traffic <cstraffic@olliix.com>

Good Afternoon,

I sent over the description that was provided to AAA and they have requested dock searches. I cc'd the JLA team for visibility. Once we have more information we will let you know.

Load 483329483

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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Melissa Brown <melissa.brown@jlahome.com> Thu, Aug 29, 2024 at 12:46 PM
To: LTLKC1 <LTLKC1@chrobinson.com>
Cc: JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, CS Traffic <cstraffic@olliix.com>

Thank you Christina!

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 3, 2024 at 10:50 AM
To: LTLKC1 <LTLKC1@chrobinson.com>
Cc: JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, CS Traffic <cstraffic@olliix.com>

Hello,

Can we get an update on this dock search please?

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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LTLKC1 <LTLKC1@chrobinson.com> Tue, Sep 3, 2024 at 12:18 PM
To: Melissa Brown <melissa.brown@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>
Cc: JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, CS Traffic <cstraffic@olliix.com>

Good Afternoon,

Sent follow up email requesting update.

483329483

Thank you,

MELANIE PIERCE

Associate Operations Coordinator, Centralized Operations

O: 877-251-5344 x2771

melanie.pierce2@chrobinson.com

www.chrobinson.com

14800 Charlson Rd | Suite 2100

Eden Prairie,, Minnesota 55347 United States



C.H. ROBINSON
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Melissa Brown <melissa.brown@jlahome.com>

Tue, Sep 3, 2024 at 12:21 PM

To: LTLKC1 <LTLKC1@chrobinson.com>

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

Thank you for your help!

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>

Thu, Sep 5, 2024 at 12:00 PM

To: LTLKC1 <LTLKC1@chrobinson.com>

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

Hello,

Looking for an update before we file a claim. Did the carrier ever provide an update for this dock search? Please advise if any of these items have been found.

Missing items:

5 x FB13-1149 (3 piece quilt sets, box dims = 24x18x8)

49 x ID20-145 (Sheet sets, box dims = 12x10x5)

20 X MZK10-164 (Comforter sets, box dims = 19x14x9)

5 X MPS13-272 (3 piece quilt sets, box dims = 19x17x10)

16 X UHK100156 (Comforter sets, box dims = 23x21x8)

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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LTLKC1 <LTLKC1@chrobinson.com>

Thu, Sep 5, 2024 at 12:54 PM

To: Melissa Brown <melissa.brown@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>

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

Good Afternoon,

Looks like we have continued to reach out to multiple contacts and have not heard back from them. I have pushed this up the chain to get a response.

Load 483329483

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Melissa Brown <melissa.brown@jlahome.com>

Thu, Sep 5, 2024 at 1:58 PM

To: LTLKC1 <LTLKC1@chrobinson.com>

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

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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C.H. ROBINSON
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image.png
35K

Melissa Brown <melissa.brown@jlahome.com>

Fri, Sep 6, 2024 at 1:34 PM

To: LTLKC1 <LTLKC1@chrobinson.com>

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

Christina,

Checking ion on this one. Did you ever get a response from the carrier?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

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LTLKC1 <LTLKC1@chrobinson.com>

Fri, Sep 6, 2024 at 1:54 PM

To: Melissa Brown <melissa.brown@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>

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

Good Afternoon,

I show they still did not respond via email. I called the Denver Terminal and she said that she shows that those other terminals that the shipment went through are on the email thread and she also doesn't show a response back. So she sent a follow up requesting they search their dock. I can check back on Monday to see if they have sent anything back. But unfortunately nothing yet.

Load 483329483

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Melissa Brown <melissa.brown@jlahome.com>

Fri, Sep 6, 2024 at 2:17 PM

To: LTLKC1 <LTLKC1@chrobinson.com>

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

Thank you Christina!

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

image.png
35K

Melissa Brown <melissa.brown@jlahome.com>

Mon, Sep 9, 2024 at 7:15 AM

To: LTLKC1 <LTLKC1@chrobinson.com>

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

Good morning,

Has anything been found on this dock search?

Please advise.

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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LTLKC1 <LTLKC1@chrobinson.com>

Mon, Sep 9, 2024 at 8:35 AM

To: Melissa Brown <melissa.brown@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, Anita Stockham <ANITA.STOCKHAM@mmeinc.com>

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

Good Morning,

Adding carrier to the email thread.

@Anita/ AAA Cooper- Please see requested follow up on dock search for missing freight/ dock search results.

Load 483329483 // Pro# 88444748

Thank You,

LAUREN KLINGE-STOUT

Associate Operations Coordinator, Centralized Operations

lauren.klinge-stout@chrobinson.com

www.chrobinson.com

901 Carondelet Drive West | Kansas City, MO 64114 United States



C.H. ROBINSON

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image.png
11K

Melissa Brown <melissa.brown@jlahome.com>

Mon, Sep 9, 2024 at 9:01 AM

To: LTLKC1 <LTLKC1@chrobinson.com>, Anita Stockham <anita.stockham@mmeinc.com>

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

All,

If the missing product is found please return it to our warehouse. The customer has been refunded for the items. We will file a freight claim for the shortage.

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>

Mon, Sep 9, 2024 at 9:19 AM

To: Melissa Brown <melissa.brown@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, Anita Stockham
<anita.stockham@mmeinc.com>

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

[@LTLKC1](#) please make sure carrier is advised to RTS if freight is found.

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