



Melissa Brown <melissa.brown@jlahome.com>

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**FW: 63616504**

3 messages

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

Fri, Sep 20, 2024 at 8:29 AM

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

To: cstraffic <cstraffic@olliix.com>

Cc: Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>, "elizabeth.cole@aaacooper.com" <elizabeth.cole@aaacooper.com>

Good morning JLA team,

1 carton refused, box ripped/hole.

Please advise disposition and freight value.

CHR 487840526

20810099

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



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**From:** Elizabeth Cole <ELIZABETH.COLE@aaacooper.com>

**Sent:** Friday, September 20, 2024 10:25 AM

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

Cc: LTLKC1 <[LTLKC1@chrobinson.com](mailto:LTLKC1@chrobinson.com)>

Subject: Re: 63616504

It has a hole

*Elizabeth Cole*

OSD Clerk, Jacksonville, FL

AAA Cooper Transportation

904-861-3331

[elizabeth.cole@aaacooper.com](mailto:elizabeth.cole@aaacooper.com)



*Per AACT TARIFF RULES 190-P, ITEM 910 shipments will be placed on hand with storage fees to incur after 48 hours of being notified and after 10 business day freight will be sent to salvage.*

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**From:** JLA Home <[JLAHome@chrobinson.com](mailto:JLAHome@chrobinson.com)>

**Sent:** Friday, September 20, 2024 9:25 AM

**To:** Elizabeth Cole <[elizabeth.cole@aaacooper.com](mailto:elizabeth.cole@aaacooper.com)>

**Cc:** JLA Home <[JLAHome@chrobinson.com](mailto:JLAHome@chrobinson.com)>; LTLKC1 <[LTLKC1@chrobinson.com](mailto:LTLKC1@chrobinson.com)>

**Subject:** RE: 63616504

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Please provide reason for refusal. If damaged, please provide picture of damaged freight. Customer will want to know why and see damages if any before providing disposition.

**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



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**From:** Brian Butler <[Brian.Butler@chrobinson.com](mailto:Brian.Butler@chrobinson.com)>  
**Sent:** Thursday, September 19, 2024 4:20 PM  
**To:** GCPW <[GCPW@chrobinson.com](mailto:GCPW@chrobinson.com)>; JLA Home <[JLAHome@chrobinson.com](mailto:JLAHome@chrobinson.com)>  
**Subject:** RE: 63616504

[@JLA Home](#)

CHR 487840526

20810099

**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



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**From:** GCPW <[GCPW@chrobinson.com](mailto:GCPW@chrobinson.com)>  
**Sent:** Thursday, September 19, 2024 9:25 AM  
**To:** Brian Butler <[Brian.Butler@chrobinson.com](mailto:Brian.Butler@chrobinson.com)>  
**Cc:** GCPW <[GCPW@chrobinson.com](mailto:GCPW@chrobinson.com)>  
**Subject:** FW: 63616504

I believe this shipment belongs to you.

Best Regards,

**LABAREN BOATNER**  
Customer Account Specialist

O: 847.787.3535  
labaren.boatner@chrobinson.com  
www.chrobinson.com

1515 W Webster Ave | Chicago, Illinois 60614 U.S.



**C.H. ROBINSON**

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**From:** Elizabeth Cole <[ELIZABETH.COLE@aaacooper.com](mailto:ELIZABETH.COLE@aaacooper.com)>  
**Sent:** Thursday, September 19, 2024 8:25 AM  
**To:** GCPW <[GCPW@chrobinson.com](mailto:GCPW@chrobinson.com)>  
**Subject:** 63616504

**[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. \_

I have one piece refused. Please provide disposition.

*Elizabeth Cole*

OSD Clerk, Jacksonville, FL

AAA Cooper Transportation

904-861-3331

[elizabeth.cole@aaacooper.com](mailto:elizabeth.cole@aaacooper.com)



*Per AACT TARIFF RULES 190-P, ITEM 910 shipments will be placed on hand with storage fees to incur after 48 hours of being notified and after 10 business day freight will be sent to salvage.*

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**20240920\_111849.jpg**  
2257K

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**Melissa Brown** <melissa.brown@jlahome.com> Fri, Sep 20, 2024 at 8:38 AM  
To: JLA Home <JLAHome@chrobinson.com>, "elizabeth.cole@aaacooper.com" <elizabeth.cole@aaacooper.com>  
Cc: cstraffic <cstraffic@olliix.com>, Lisa Petros <lisa.petros@jlahome.com>, LTLKC1 <LTLKC1@chrobinson.com>

Hi Elizabeth,

Can you send a picture showing damage to the item inside the box please? Or was this refused just for the hole in the box?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

[Melissa.brown@jlahome.com](mailto:Melissa.brown@jlahome.com)

[Quoted text hidden]

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**Elizabeth Cole** <ELIZABETH.COLE@aaacooper.com>

Fri, Sep 20, 2024 at 8:43 AM

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

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

The picture I sent reflects the damage to the box and the freight

*Elizabeth Cole*

OSD Clerk, Jacksonville, FL

AAA Cooper Transportation

904-861-3331

[elizabeth.cole@aaacooper.com](mailto:elizabeth.cole@aaacooper.com)



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---

**From:** Melissa Brown <[melissa.brown@jlahome.com](mailto:melissa.brown@jlahome.com)>

**Sent:** Friday, September 20, 2024 11:38 AM

**To:** JLA Home <[JLAHome@chrobinson.com](mailto:JLAHome@chrobinson.com)>; Elizabeth Cole <[elizabeth.cole@aaacooper.com](mailto:elizabeth.cole@aaacooper.com)>

**Cc:** cstraffic <[cstraffic@olliix.com](mailto:cstraffic@olliix.com)>; Lisa Petros <[lisa.petros@jlahome.com](mailto:lisa.petros@jlahome.com)>; LTLKC1 <[LTLKC1@chrobinson.com](mailto:LTLKC1@chrobinson.com)>

**Subject:** Re: FW: 63616504

[Quoted text hidden]