



Melissa Brown <melissa.brown@jlahome.com>

ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

64 messages

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

Thu, Dec 5, 2024 at 11:12 AM

To: cstraffic@olliix.com, fengjing@syncsoftinc.cn, gladesh.magsacay@jlaphilippine.com, helen.chen@jlahome.com, sv3.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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

Judy Tagud <Judy.Tagud@cspjla.com>

Mon, Dec 30, 2024 at 8:43 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@olliix.com>

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy
Olliix Customer Service
1.855.842.4358
cs@olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>

Sent: Friday, December 6, 2024 3:12 AM

To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>

Subject: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

[Quoted text hidden]

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

Mon, Dec 30, 2024 at 9:09 AM

Reply-To: JLA Home <JLAHome@chrobinson.com>
To: Judy Tagud <Judy.Tagud@cspjla.com>, JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollix.com>

Hi! Please see attached POD w/ weight tickets

Let me know!

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




From: Judy Tagud <Judy.Tagud@cspjla.com>
Sent: Monday, December 30, 2024 10:43 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

[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. ...

[Quoted text hidden]

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)

 **DOC1230202411731651.pdf**
574K

Judy Tagud <Judy.Tagud@cspjla.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollix.com>

Mon, Dec 30, 2024 at 11:38 AM

Thank you, Kylee!

Will send this to the customer.

Thank you,

Judy
Ollix Customer Service
1.855.842.4358
cs@ollix.com

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Tuesday, December 31, 2024 1:09 AM
To: Judy Tagud <Judy.Tagud@cspjhla.com>; JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

[Quoted text hidden]

Judy Tagud <Judy.Tagud@cspjhla.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>

Tue, Dec 31, 2024 at 9:22 AM

Hello Kylee,

I have sent the POD with the weight tickets to the customer, but they would like to proceed with filing a claim. They reported that they have not received this order and the signature is not hers or someone she knows.

Can you please help us on this?

Thank you,

Judy
Olliix Customer Service
1.855.842.4358
cs@olliix.com

From: Judy Tagud <Judy.Tagud@cspjhla.com>
Sent: Tuesday, December 31, 2024 3:38 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

[Quoted text hidden]

'JLA Home' via cstraffic <cstraffic@olliix.com>
Reply-To: JLA Home <JLAHome@chrobinson.com>
To: Judy Tagud <Judy.Tagud@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>

Tue, Dec 31, 2024 at 9:43 AM

Hello, Please help contact our claims department for filing claim.

All claim's documentation should be **emailed to:** corporatecargoclaims@chrobinson.com; jlahome@chrobinson.com

- corporatecargoclaims@chrobinson.com - direct line to claims department
- jlahome@chrobinson.com - this is to me so I can also keep tabs on claims filed

-
Reminder on Claims Process

Paperwork necessary to file a cargo claim

- **Claim Form**
- **Original Invoice**
- **Bill of Lading** - noting the damage or shortage
- **Incidentals**
- Pictures
- Rate Confirmations
- Repair Invoices
- Freight Bills

[Quoted text hidden]

 **Standard Claim Form (2) (4).pdf**
73K

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

Thu, Jan 2, 2025 at 2:18 PM

Hi Judy,

I will file this claim when I get a chance. You have not submitted a claim to CHR for this right?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]



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

Fri, Jan 3, 2025 at 6:58 AM

Hello Melissa,

Yes, I have not filed it yet coz there was some information that I needed your help with.

Thank you,

Judy
Ollix Customer Service
1.855.842.4358
cs@ollix.com

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

Sent: Friday, January 3, 2025 6:18 AM

To: Judy Tagud <Judy.Tagud@cspjhja.com>

[Quoted text hidden]

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Fri, Jan 3, 2025 at 7:18 AM

To: Judy Tagud <Judy.Tagud@cspjhja.com>

Oh good. I will take care of it when I get a chance. Thank you.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Wed, Jan 8, 2025 at 3:06 PM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

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, Jan 9, 2025 at 6:16 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

requesting

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>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Mon, Jan 13, 2025 at 1:45 PM

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346

CHR 498396436

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Mon, Jan 13, 2025 at 1:54 PM

Looking into this now. I will let you know.

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Tue, Jan 14, 2025 at 10:11 AM

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>

Tue, Jan 14, 2025 at 10:19 AM

To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Hi Melissa,

Let me see what I can do.

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Tue, Jan 14, 2025 at 10:21 AM

Thanks, Brian and Melissa!

[Lisa Petros](#)

Customer Service Director

[E&E Co., Ltd dba JLAHome.](#)

925-583-9301

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>, Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Fri, Jan 17, 2025 at 9:44 AM

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

[Lisa Petros](#)

Customer Service Director

[E&E Co., Ltd dba JLAHome.](#)

925-583-9301

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Fri, Jan 17, 2025 at 9:59 AM

Reaching out to them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

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



[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Mon, Jan 20, 2025 at 8:27 AM

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Mon, Jan 20, 2025 at 8:32 AM

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray..... Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Mon, Jan 20, 2025 at 10:26 AM

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Mon, Jan 20, 2025 at 10:28 AM

Thank you. Will do.

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]

Lisa Petros <lisa.petros@jlahome.com> Tue, Jan 21, 2025 at 9:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Sorry to nag on this one, but is there any update?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com> Tue, Jan 21, 2025 at 9:25 AM
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com> Tue, Jan 21, 2025 at 9:26 AM
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Thank you so much!!!!

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com> Tue, Jan 21, 2025 at 9:28 AM
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Sorry this load is being so difficult...it's like I'm talking to a wall with the reps at XPO for this.

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com> Tue, Jan 21, 2025 at 9:31 AM
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

No worries...there is always that one that just about drives us crazy!

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Wed, Jan 22, 2025 at 7:52 AM

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Wed, Jan 22, 2025 at 7:58 AM

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

[Quoted text hidden]



[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Wed, Jan 22, 2025 at 8:13 AM

Let me find out...hold tight.

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>, Lisa Petros <lisa.petros@jlahome.com>

Thu, Jan 23, 2025 at 9:17 AM

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

[Quoted text hidden]

'JLA Home' via cstraffic <cstraffic@olliix.com>
Reply-To: JLA Home <JLAHome@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Thu, Jan 23, 2025 at 9:22 AM

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Fri, Jan 24, 2025 at 7:43 AM

Anything on this, Brian? It's kind of crazy it is taking this long...

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Fri, Jan 24, 2025 at 7:50 AM

Yes it is. Following up with them now.

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Mon, Jan 27, 2025 at 9:37 AM

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Mon, Jan 27, 2025 at 9:47 AM

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>
To: JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Mon, Jan 27, 2025 at 10:12 AM

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>

Mon, Jan 27, 2025 at 10:15 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Thanks...let's all cross our fingers now!

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>

Thu, Jan 30, 2025 at 9:40 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>

Thu, Jan 30, 2025 at 9:51 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>

Fri, Jan 31, 2025 at 6:55 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



[Quoted text hidden]

Gladesh Magsacay <gladesh.magsacay@jlapilippine.com> Fri, Jan 31, 2025 at 8:25 AM
To: JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy

C Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

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

Sent: Friday, January 31, 2025 10:55 PM

[Quoted text hidden]

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com> Fri, Jan 31, 2025 at 8:27 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com> Tue, Feb 4, 2025 at 7:34 AM
To: JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com> Tue, Feb 4, 2025 at 7:38 AM
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

No updates on website. Reaching back to XPO.

[Quoted text hidden]

Gladesh Magsacay <gladesh.magsacay@jlapilippine.com> Wed, Feb 5, 2025 at 11:38 AM
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Hello Brian,

Do we have any new updates?

Thank you!

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Tuesday, February 4, 2025 11:38 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

[Quoted text hidden]

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com> Wed, Feb 5, 2025 at 11:51 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com> Wed, Feb 5, 2025 at 11:55 AM
To: JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

[Quoted text hidden]

Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Wed, Feb 5, 2025 at 12:23 PM

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



2023 Peak Performer

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Thu, Feb 6, 2025 at 8:58 AM

Lucas –

Have you found anything out?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

[Quoted text hidden]

Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@olliix.com>

Thu, Feb 6, 2025 at 9:19 AM

No, I've not been able to get a substantive answer unfortunately.

[Quoted text hidden]

Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Thu, Feb 6, 2025 at 11:23 AM

To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

[Quoted text hidden]

Lisa Petros <lisa.petros@jlahome.com>
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Fri, Feb 7, 2025 at 8:37 AM

Any update?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

[Quoted text hidden]

Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

Fri, Feb 7, 2025 at 9:12 AM

Hey Lisa,

I'm checking now for any updates here.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Friday, February 7, 2025 10:37 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Thursday, February 6, 2025 11:23 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lucas Griffiths
Sent: Thursday, February 6, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, February 6, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Wednesday, February 5, 2025 12:23 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, February 5, 2025 1:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Wednesday, February 5, 2025 11:52 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>

Sent: Wednesday, February 5, 2025 1:39 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

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

Sent: Tuesday, February 4, 2025 11:38 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, February 4, 2025 9:35 AM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, January 31, 2025 8:28 AM
To: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>
Sent: Friday, January 31, 2025 10:25 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy



Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

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

Sent: Friday, January 31, 2025 10:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 30, 2025 11:41 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Monday, January 27, 2025 10:13 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 11:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 27, 2025 11:38 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 23, 2025 9:22 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, January 23, 2025 11:18 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic@olliix.com

Sent: Wednesday, January 22, 2025 7:58 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, January 22, 2025 9:53 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

[Lisa Petros](#)

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Tuesday, January 21, 2025 9:26 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, January 21, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollnix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:26 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollnix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic <cstraffic@ollnix.com>
Sent: Monday, January 20, 2025 8:32 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray..... Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:28 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, January 17, 2025 10:00 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Friday, January 17, 2025 11:45 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Tuesday, January 14, 2025 10:20 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

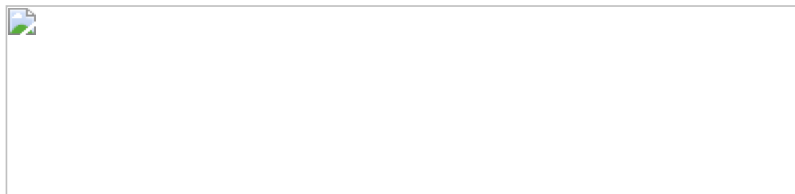
Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

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

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346
CHR 498396436

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, January 9, 2025 8:17 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

requesting

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: Wednesday, January 8, 2025 5:06 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

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

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic@olliix.com wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: Judy Tagud <Judy.Tagud@cspjla.com>
Sent: Monday, December 30, 2024 10:43 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

[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. —

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy

Olliix Customer Service

1.855.842.4358

cs@olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>
Sent: Friday, December 6, 2024 3:12 AM
To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>
Subject: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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> Mon, Feb 10, 2025 at 8:57 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@ollix.com>

Hi Lucas –

Just looking for an update on this.

[Quoted text hidden]

Lucas Griffiths <Lucas.Griffiths@chrobinson.com> Mon, Feb 10, 2025 at 9:47 AM
To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@ollix.com>

Hey Lisa,

I just requested another update and lit some people up. I haven't been able to get an update from my request I sent on Friday still to confirm where XPO's cartage carrier even has this shipment.

I don't think it would be a bad idea to start a claim for a total loss at this point while we're waiting. Sometimes that will motivate the carrier to get it delivered.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, February 10, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lucas –

Just looking for an update on this.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Thursday, February 6, 2025 11:23 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lucas Griffiths
Sent: Thursday, February 6, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, February 6, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Wednesday, February 5, 2025 12:23 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Wednesday, February 5, 2025 1:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Wednesday, February 5, 2025 11:52 AM

To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)

Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>
Sent: Wednesday, February 5, 2025 1:39 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

From: 'JLA Home' via cstraffic@olliix.com
Sent: Tuesday, February 4, 2025 11:38 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, February 4, 2025 9:35 AM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 31, 2025 8:28 AM

To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>

Sent: Friday, January 31, 2025 10:25 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy

C

Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

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

Sent: Friday, January 31, 2025 10:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 30, 2025 11:41 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Monday, January 27, 2025 10:13 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 11:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 27, 2025 11:38 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 23, 2025 9:22 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 23, 2025 11:18 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Wednesday, January 22, 2025 7:58 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, January 22, 2025 9:53 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Tuesday, January 21, 2025 9:26 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, January 21, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:26 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Monday, January 20, 2025 8:32 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray..... Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:28 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, January 17, 2025 10:00 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Friday, January 17, 2025 11:45 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic@olliix.com<cstraffic@olliix.com>
Sent: Tuesday, January 14, 2025 10:20 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346

CHR 498396436

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 9, 2025 8:17 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

requesting

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: Wednesday, January 8, 2025 5:06 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

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

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic@olliix.com wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



From: Judy Tagud <Judy.Tagud@cspjhja.com>
Sent: Monday, December 30, 2024 10:43 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

[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. —

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy

Olliix Customer Service

1.855.842.4358

cs@olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>
Sent: Friday, December 6, 2024 3:12 AM
To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>
Subject: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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>
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>, CS Traffic <cstraffic@olliix.com>

Mon, Feb 10, 2025 at 9:50 AM

I can do that, Lucas, but the issue is that the customer is already making us refund her 100% of freight (understandably) and also 20% on items to even accept this order from us at this point. If we take longer, it might be more!

Please keep me updated as best you can...

[Quoted text hidden]
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[Quoted text hidden]
[Quoted text hidden]
[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]

From: noreply@jlahome.com <noreply@jlahome.com>
Sent: Friday, December 6, 2024 3:12 AM
To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>
Subject: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

[Quoted text hidden]

'Lucas Griffiths' via cstraffic <cstraffic@olliix.com>
Reply-To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Mon, Feb 10, 2025 at 9:58 AM

To: Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@ollix.com>

Understood and will do. I'm sorry this turned into such a mess. We're hounding everyone we can!

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, February 10, 2025 11:51 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

I can do that, Lucas, but the issue is that the customer is already making us refund her 100% of freight (understandably) and also 20% on items to even accept this order from us at this point. If we take longer, it might be more!

Please keep me updated as best you can...

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Monday, February 10, 2025 9:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Hey Lisa,

I just requested another update and lit some people up. I haven't been able to get an update from my request I sent on Friday still to confirm where XPO's cartage carrier even has this shipment.

I don't think it would be a bad idea to start a claim for a total loss at this point while we're waiting. Sometimes that will motivate the carrier to get it delivered.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, February 10, 2025 10:58 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lucas –

Just looking for an update on this.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Thursday, February 6, 2025 11:23 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lucas Griffiths

Sent: Thursday, February 6, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, February 6, 2025 10:58 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Wednesday, February 5, 2025 12:23 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Wednesday, February 5, 2025 1:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Wednesday, February 5, 2025 11:52 AM
To: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>
Sent: Wednesday, February 5, 2025 1:39 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

From: 'JLA Home' via cstraffic@olliix.com
Sent: Tuesday, February 4, 2025 11:38 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, February 4, 2025 9:35 AM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, January 31, 2025 8:28 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>

Sent: Friday, January 31, 2025 10:25 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy

C

Hello,

Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.

Thanks,

Christy

7:39 PM

Thank you!

From: 'JLA Home' via cstraffic@olliix.com

Sent: Friday, January 31, 2025 10:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, January 30, 2025 11:41 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 10:13 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 11:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 27, 2025 11:38 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, January 23, 2025 9:22 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 23, 2025 11:18 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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

Sent: Wednesday, January 22, 2025 7:58 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Wednesday, January 22, 2025 9:53 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Tuesday, January 21, 2025 9:26 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>

Sent: Tuesday, January 21, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 20, 2025 10:26 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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

Sent: Monday, January 20, 2025 8:32 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray..... Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 20, 2025 10:28 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 17, 2025 10:00 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Friday, January 17, 2025 11:45 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Tuesday, January 14, 2025 10:20 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@ollix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

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

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346
CHR 498396436

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

**C.H. ROBINSON**
ACCELERATE YOUR ADVANTAGE®**From:** JLA Home <JLAHome@chrobinson.com>**Sent:** Thursday, January 9, 2025 8:17 AM**To:** Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>**Cc:** Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>**Subject:** RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

requesting

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:** Wednesday, January 8, 2025 5:06 PM**To:** JLA Home <JLAHome@chrobinson.com>**Cc:** Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>**Subject:** Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic <cstraffic@olliix.com> wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: Judy Tagud <Judy.Tagud@cspjhla.com>
Sent: Monday, December 30, 2024 10:43 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

[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. —

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy
Olliix Customer Service
1.855.842.4358
cs@olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>
Sent: Friday, December 6, 2024 3:12 AM
To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>
Subject: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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)

Melissa Brown <melissa.brown@jlahome.com>
To: Lisa Petros <lisa.petros@jlahome.com>

Mon, Feb 10, 2025 at 11:05 AM

I will get the claim filed today and let you know once submitted.

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

On Mon, Feb 10, 2025 at 9:50 AM Lisa Petros <lisa.petros@jlahome.com> wrote:

I can do that, Lucas, but the issue is that the customer is already making us refund her 100% of freight (understandably) and also 20% on items to even accept this order from us at this point. If we take longer, it might be more!

Please keep me updated as best you can...

[Lisa Petros](#)
Customer Service Director
E&E Co., Ltd dba JLAHome.

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Monday, February 10, 2025 9:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hey Lisa,

I just requested another update and lit some people up. I haven't been able to get an update from my request I sent on Friday still to confirm where XPO's cartage carrier even has this shipment.

I don't think it would be a bad idea to start a claim for a total loss at this point while we're waiting. Sometimes that will motivate the carrier to get it delivered.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, February 10, 2025 10:58 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lucas –

Just looking for an update on this.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Thursday, February 6, 2025 11:23 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlahilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lucas Griffiths

Sent: Thursday, February 6, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlahilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, February 6, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Wednesday, February 5, 2025 12:23 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, February 5, 2025 1:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Wednesday, February 5, 2025 11:52 AM

To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>

Sent: Wednesday, February 5, 2025 1:39 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

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

Sent: Tuesday, February 4, 2025 11:38 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Tuesday, February 4, 2025 9:35 AM

To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 31, 2025 8:28 AM

To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>
Sent: Friday, January 31, 2025 10:25 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy



Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Friday, January 31, 2025 10:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, January 30, 2025 11:41 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 10:13 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 11:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 27, 2025 11:38 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 23, 2025 9:22 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 23, 2025 11:18 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Wednesday, January 22, 2025 7:58 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, January 22, 2025 9:53 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Tuesday, January 21, 2025 9:26 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>

Sent: Tuesday, January 21, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 20, 2025 10:26 AM

To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Monday, January 20, 2025 8:32 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray.....Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:28 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 17, 2025 10:00 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>

Sent: Friday, January 17, 2025 11:45 AM

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

Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic@olliix.com

Sent: Tuesday, January 14, 2025 10:20 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

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

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346

CHR 498396436

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, January 9, 2025 8:17 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

requesting

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: Wednesday, January 8, 2025 5:06 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic <cstraffic@olliix.com> wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

From: Judy Tagud <Judy.Tagud@cspjla.com>

Sent: Monday, December 30, 2024 10:43 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@olliix.com>

Subject: Fw: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

[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. ...

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy

Olliix Customer Service

1.855.842.4358

cs@ollix.com

From: noreply@jlahome.com <noreply@jlahome.com>

Sent: Friday, December 6, 2024 3:12 AM

To: cstraffic@ollix.com <cstraffic@ollix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>

Subject: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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

Mon, Feb 10, 2025 at 11:37 AM

It's ok to wait a day or two. I want to see if they actually return it or not.

[Lisa Petros](#)

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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

Sent: Monday, February 10, 2025 11:06 AM

To: Lisa Petros <lisa.petros@jlahome.com>

Subject: Re: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

I will get the claim filed today and let you know once submitted.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Mon, Feb 10, 2025 at 9:50 AM Lisa Petros <lisa.petros@jlahome.com> wrote:

I can do that, Lucas, but the issue is that the customer is already making us refund her 100% of freight (understandably) and also 20% on items to even accept this order from us at this point. If we take longer, it might be more!

Please keep me updated as best you can...

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Monday, February 10, 2025 9:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapillipine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hey Lisa,

I just requested another update and lit some people up. I haven't been able to get an update from my request I sent on Friday still to confirm where XPO's cartage carrier even has this shipment.

I don't think it would be a bad idea to start a claim for a total loss at this point while we're waiting. Sometimes that will motivate the carrier to get it delivered.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
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2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, February 10, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapillipine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lucas –

Just looking for an update on this.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Thursday, February 6, 2025 11:23 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapillipine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lucas Griffiths

Sent: Thursday, February 6, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@japhilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, February 6, 2025 10:58 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@japhilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Wednesday, February 5, 2025 12:23 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@japhilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, February 5, 2025 1:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Wednesday, February 5, 2025 11:52 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>
Sent: Wednesday, February 5, 2025 1:39 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Tuesday, February 4, 2025 11:38 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, February 4, 2025 9:35 AM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 31, 2025 8:28 AM

To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>

Sent: Friday, January 31, 2025 10:25 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy



Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

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

Sent: Friday, January 31, 2025 10:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 30, 2025 11:41 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Monday, January 27, 2025 10:13 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 11:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 27, 2025 11:38 AM

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

Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 23, 2025 9:22 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 23, 2025 11:18 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Wednesday, January 22, 2025 7:58 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, January 22, 2025 9:53 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Tuesday, January 21, 2025 9:26 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, January 21, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:26 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Monday, January 20, 2025 8:32 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray.....Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:28 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, January 17, 2025 10:00 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Friday, January 17, 2025 11:45 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Tuesday, January 14, 2025 10:20 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346

CHR 498396436

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 9, 2025 8:17 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

requesting

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: Wednesday, January 8, 2025 5:06 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

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

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic@olliix.com> wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



From: Judy Tagud <Judy.Tagud@cspjhla.com>
Sent: Monday, December 30, 2024 10:43 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

[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. _

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy

Olliix Customer Service

1.855.842.4358

cs@olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>
Sent: Friday, December 6, 2024 3:12 AM
To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>
Subject: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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)

Melissa Brown <melissa.brown@jlahome.com>
To: Lisa Petros <lisa.petros@jlahome.com>

Mon, Feb 10, 2025 at 11:54 AM

Okay, will do.

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

On Mon, Feb 10, 2025 at 11:37 AM Lisa Petros <lisa.petros@jlahome.com> wrote:

It's ok to wait a day or two. I want to see if they actually return it or not.

[Lisa Petros](#)
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Melissa Brown <melissa.brown@jlahome.com>
Sent: Monday, February 10, 2025 11:06 AM
To: Lisa Petros <lisa.petros@jlahome.com>
Subject: Re: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

I will get the claim filed today and let you know once submitted.

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

On Mon, Feb 10, 2025 at 9:50 AM Lisa Petros <lisa.petros@jlahome.com> wrote:

I can do that, Lucas, but the issue is that the customer is already making us refund her 100% of freight (understandably) and also 20% on items to even accept this order from us at this point. If we take longer, it might be more!

Please keep me updated as best you can...

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Monday, February 10, 2025 9:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hey Lisa,

I just requested another update and lit some people up. I haven't been able to get an update from my request I sent on Friday still to confirm where XPO's cartage carrier even has this shipment.

I don't think it would be a bad idea to start a claim for a total loss at this point while we're waiting. Sometimes that will motivate the carrier to get it delivered.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, February 10, 2025 10:58 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lucas –

Just looking for an update on this.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Thursday, February 6, 2025 11:23 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@japhilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lucas Griffiths

Sent: Thursday, February 6, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@japhilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, February 6, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros

Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Wednesday, February 5, 2025 12:23 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, February 5, 2025 1:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Wednesday, February 5, 2025 11:52 AM
To: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>
Sent: Wednesday, February 5, 2025 1:39 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

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

Sent: Tuesday, February 4, 2025 11:38 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Tuesday, February 4, 2025 9:35 AM

To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 31, 2025 8:28 AM

To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros

<lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>
Sent: Friday, January 31, 2025 10:25 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy



Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Friday, January 31, 2025 10:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, January 30, 2025 11:41 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

Lisa Petros

Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Monday, January 27, 2025 10:13 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>
Sent: Monday, January 27, 2025 11:48 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 27, 2025 11:38 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, January 23, 2025 9:22 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 23, 2025 11:18 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Wednesday, January 22, 2025 7:58 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, January 22, 2025 9:53 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Tuesday, January 21, 2025 9:26 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon . Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, January 21, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros

Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:26 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Monday, January 20, 2025 8:32 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray.....Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:28 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 17, 2025 10:00 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>

Sent: Friday, January 17, 2025 11:45 AM

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

Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Tuesday, January 14, 2025 10:20 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346

CHR 498396436

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 9, 2025 8:17 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@ollix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

requesting

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: Wednesday, January 8, 2025 5:06 PM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

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

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic@ollix.com wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: Judy Tagud <Judy.Tagud@cspjhla.com>
Sent: Monday, December 30, 2024 10:43 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

[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. —

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy

Olliix Customer Service

1.855.842.4358

cs@olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>

Sent: Friday, December 6, 2024 3:12 AM

To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>

Subject: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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> Tue, Feb 11, 2025 at 10:12 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>, CS Traffic <cstraffic@olliix.com>

XPO advising that this delivered on 2/6. POD attached.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Monday, February 10, 2025 11:59 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Understood and will do. I'm sorry this turned into such a mess. We're hounding everyone we can!

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, February 10, 2025 11:51 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

I can do that, Lucas, but the issue is that the customer is already making us refund her 100% of freight (understandably) and also 20% on items to even accept this order from us at this point. If we take longer, it might be more!

Please keep me updated as best you can...

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Monday, February 10, 2025 9:48 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hey Lisa,

I just requested another update and lit some people up. I haven't been able to get an update from my request I sent on Friday still to confirm where XPO's cartage carrier even has this shipment.

I don't think it would be a bad idea to start a claim for a total loss at this point while we're waiting. Sometimes that will motivate the carrier to get it delivered.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, February 10, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lucas –

Just looking for an update on this.

Lisa Petros

Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Thursday, February 6, 2025 11:23 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lucas Griffiths
Sent: Thursday, February 6, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, February 6, 2025 10:58 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Wednesday, February 5, 2025 12:23 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, February 5, 2025 1:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Wednesday, February 5, 2025 11:52 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>
Sent: Wednesday, February 5, 2025 1:39 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

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

Sent: Tuesday, February 4, 2025 11:38 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Tuesday, February 4, 2025 9:35 AM

To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 31, 2025 8:28 AM

To: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>
Sent: Friday, January 31, 2025 10:25 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy

C

Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Friday, January 31, 2025 10:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, January 30, 2025 11:41 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 10:13 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 11:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 27, 2025 11:38 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, January 23, 2025 9:22 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 23, 2025 11:18 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Wednesday, January 22, 2025 7:58 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, January 22, 2025 9:53 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Tuesday, January 21, 2025 9:26 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>

Sent: Tuesday, January 21, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 20, 2025 10:26 AM

To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Monday, January 20, 2025 8:32 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray..... Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:28 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, January 17, 2025 10:00 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Friday, January 17, 2025 11:45 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com>
Sent: Tuesday, January 14, 2025 10:20 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

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

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346

CHR 498396436

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, January 9, 2025 8:17 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@ollix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

requesting

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: Wednesday, January 8, 2025 5:06 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@ollix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic <cstraffic@olliix.com> wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: Judy Tagud <Judy.Tagud@cspjhla.com>

Sent: Monday, December 30, 2024 10:43 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@olliix.com>

Subject: Fw: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

[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. ...

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy

Olliix Customer Service

1.855.842.4358

cs@ollix.com

From: noreply@jlahome.com <noreply@jlahome.com>

Sent: Friday, December 6, 2024 3:12 AM

To: cstraffic@ollix.com <cstraffic@ollix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>

Subject: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562


BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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)

 **POD 20828346.pdf**
138K

Lisa Petros <lisa.petros@jlahome.com>

Tue, Feb 11, 2025 at 10:16 AM

To: JLA Home <JLAHome@chrobinson.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@csphjla.com>, CS Traffic <cstraffic@ollix.com>

THANK YOU SO MUCH!

Melissa – please begin the claim process for freight on this. I am not paying for this delivery.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Tuesday, February 11, 2025 10:13 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

XPO advising that this delivered on 2/6. POD attached.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Monday, February 10, 2025 11:59 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Understood and will do. I'm sorry this turned into such a mess. We're hounding everyone we can!

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, February 10, 2025 11:51 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

I can do that, Lucas, but the issue is that the customer is already making us refund her 100% of freight (understandably) and also 20% on items to even accept this order from us at this point. If we take longer, it might be more!

Please keep me updated as best you can...

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Monday, February 10, 2025 9:48 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Hey Lisa,

I just requested another update and lit some people up. I haven't been able to get an update from my request I sent on Friday still to confirm where XPO's cartage carrier even has this shipment.

I don't think it would be a bad idea to start a claim for a total loss at this point while we're waiting. Sometimes that will motivate the carrier to get it delivered.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, February 10, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lucas –

Just looking for an update on this.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Thursday, February 6, 2025 11:23 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lucas Griffiths
Sent: Thursday, February 6, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, February 6, 2025 10:58 AM
To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Sent: Wednesday, February 5, 2025 12:23 PM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS
Key Account Manager

M: 918.508.9475
lucas.griffiths@chrobinson.com
www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, February 5, 2025 1:55 PM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Wednesday, February 5, 2025 11:52 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>

Sent: Wednesday, February 5, 2025 1:39 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

From: 'JLA Home' via cstraffic@olliix.com

Sent: Tuesday, February 4, 2025 11:38 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Tuesday, February 4, 2025 9:35 AM

To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 31, 2025 8:28 AM

To: Gladesh Magsacay <gladesh.magsacay@laphilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@laphilippine.com>

Sent: Friday, January 31, 2025 10:25 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy

C

Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

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

Sent: Friday, January 31, 2025 10:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 30, 2025 11:41 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Monday, January 27, 2025 10:13 AM
To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)



From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 11:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 27, 2025 11:38 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 23, 2025 9:22 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 23, 2025 11:18 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic <cstraffic@olliix.com>
Sent: Wednesday, January 22, 2025 7:58 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Wednesday, January 22, 2025 9:53 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Tuesday, January 21, 2025 9:26 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, January 21, 2025 11:20 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:26 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Monday, January 20, 2025 8:32 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray..... Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 20, 2025 10:28 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, January 17, 2025 10:00 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Friday, January 17, 2025 11:45 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: 'JLA Home' via cstraffic@olliix.com<cstraffic@olliix.com>
Sent: Tuesday, January 14, 2025 10:20 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346

CHR 498396436

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 9, 2025 8:17 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

requesting

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: Wednesday, January 8, 2025 5:06 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhja.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

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

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic@olliix.com wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



From: Judy Tagud <Judy.Tagud@cspjhla.com>
Sent: Monday, December 30, 2024 10:43 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

[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. —

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy

Olliix Customer Service

1.855.842.4358

cs@olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>
Sent: Friday, December 6, 2024 3:12 AM
To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>
Subject: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcphag0a7acehu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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)

Melissa Brown <melissa.brown@jlahome.com>

Tue, Feb 11, 2025 at 11:34 AM

To: Lisa Petros <lisa.petros@jlahome.com>

Cc: JLA Home <JLAHome@chrobinson.com>, Lucas Griffiths <Lucas.Griffiths@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, Judy Tagud <Judy.Tagud@cspjhla.com>, CS Traffic <cstraffic@ollifix.com>

Will do.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

On Tue, Feb 11, 2025 at 10:16 AM Lisa Petros <lisa.petros@jlahome.com> wrote:

THANK YOU SO MUCH!

Melissa – please begin the claim process for freight on this. I am not paying for this delivery.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Tuesday, February 11, 2025 10:13 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollifix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

XPO advising that this delivered on 2/6. POD attached.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Monday, February 10, 2025 11:59 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlahilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Understood and will do. I'm sorry this turned into such a mess. We're hounding everyone we can!

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, February 10, 2025 11:51 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlahilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

I can do that, Lucas, but the issue is that the customer is already making us refund her 100% of freight (understandably) and also 20% on items to even accept this order from us at this point. If we take longer, it might be more!

Please keep me updated as best you can...

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Monday, February 10, 2025 9:48 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Hey Lisa,

I just requested another update and lit some people up. I haven't been able to get an update from my request I sent on Friday still to confirm where XPO's cartage carrier even has this shipment.

I don't think it would be a bad idea to start a claim for a total loss at this point while we're waiting. Sometimes that will motivate the carrier to get it delivered.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, February 10, 2025 10:58 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Hi Lucas –

Just looking for an update on this.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Thursday, February 6, 2025 11:23 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlahilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Finally got a response:

We spoke to the cartage carrier; they state that due to the weather they have not been able to get this delivered. They will reach out to the customer to get an appointment set up, weather permitting.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lucas Griffiths

Sent: Thursday, February 6, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlahilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

No, I've not been able to get a substantive answer unfortunately.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, February 6, 2025 10:58 AM

To: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Lucas –

Have you found anything out?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Sent: Wednesday, February 5, 2025 12:23 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yes, let me see what I can find out from these people.

LUCAS GRIFFITHS

Key Account Manager

M: 918.508.9475

lucas.griffiths@chrobinson.com

www.chrobinson.com



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

2023 Peak Performer

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Wednesday, February 5, 2025 1:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is absolutely ridiculous, Brian (and not aimed at you, of course).

Lucas – can you get involved, please?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Wednesday, February 5, 2025 11:52 AM

To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Trying again. All I've been able to get out of them both by email and over the phone is that it's been handed over to their delivery agent.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>

Sent: Wednesday, February 5, 2025 1:39 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Do we have any new updates?

Thank you!

From: 'JLA Home' via cstraffic@olliix.com

Sent: Tuesday, February 4, 2025 11:38 PM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

No updates on website. Reaching back to XPO.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Tuesday, February 4, 2025 9:35 AM
To: JLA Home <JLAHome@chrobinson.com>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Any update on this shipment being delivered, Brian?

I can't search in Navisphere because it pulls up the bad information.

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, January 31, 2025 8:28 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Will advise them.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>

Sent: Friday, January 31, 2025 10:25 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hello Brian,

Customer sent a message today. Please let the carrier know about the gate code.

Christy



Hello,
Can you check in delivery? I didn't get it yesterday. I want to make sure the company knows there is a gate code 1025. I wasn't able to see tracking.
Thanks,
Christy

7:39 PM

Thank you!

From: 'JLA Home' via cstraffic@olliix.com

Sent: Friday, January 31, 2025 10:55 PM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Last update on this one is from 1/30 and shows it still in Clackamas. I'm reaching back to XPO for an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>

Sent: Thursday, January 30, 2025 11:51 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

PRO arrived at Clackamas, OR last night at 1136pm. It has an estimated delivery date of 1/31.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Thursday, January 30, 2025 11:41 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>

Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Brian –

Did this deliver? I cannot search by that Pro on Navisphere.

[Lisa Petros](#)

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, January 27, 2025 10:13 AM

To: JLA Home <JLAHome@chrobinson.com>; Lisa Petros <lisa.petros@jlahome.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

This is now moving under PRO 627-531520

XPO eta is showing as 1/30.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: JLA Home <JLAHome@chrobinson.com>
Sent: Monday, January 27, 2025 11:48 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>; Lucas Griffiths <Lucas.Griffiths@chrobinson.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

++Lucas –this is the load that I emailed Katie about with XPO.

Lisa,

XPO ended up sending this up to Minnesota....terminal has received request to send it back to Oregon. Awaiting confirmation that it is en route back to Oregon. Just requested an update.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Monday, January 27, 2025 11:38 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, January 23, 2025 9:22 AM
To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Copy that, I've requested an update from XPO this morning because:

Pro is 177-202115. Last update on location was from the 21st in Nashville, TN. PRO shows a destination of Cokato, MN and shows as already delivered.....none of which makes sense.

Awaiting their response.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com
www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>
Sent: Thursday, January 23, 2025 11:18 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Brian –

Customer still wants this delivery even if it is after Friday. Can I get a tracking number to provide customer and an ETA, if possible?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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

Sent: Wednesday, January 22, 2025 7:58 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Yeah it has.....tracking currently shows it in Nashville, TN so XPO still hasn't halted it.....no chance of delivering by Friday. Would you like me to cancel that return to Clackamas and have them continue with the return to Port Wentworth?

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

901 W Carondelet Drive | Kansas City, MO 64114



From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Wednesday, January 22, 2025 9:53 AM

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

Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this, Brian? If the customer doesn't receive by Friday, they want to cancel.

This one is a nightmare!

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Tuesday, January 21, 2025 9:26 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Lisa, I checked tracking this morning, freight was in St. Louis. Reached back to XPO, looks like freight was already on the trailer and outbound when they got the message, again, yesterday morning to turn it back to Oregon. Awaiting confirmation that it's been turned around by the terminal now. I am checking this one periodically and being an extra squeaky wheel with XPO to get their head's straight.

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: Lisa Petros <lisa.petros@jlahome.com>

Sent: Tuesday, January 21, 2025 11:20 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Sorry to nag on this one, but is there any update?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 20, 2025 10:26 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Here is the contact for the customer:

503-440-7730.

Please let me know as soon as this is being delivered.

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

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

Sent: Monday, January 20, 2025 8:32 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

My apologies Lisa, XPO mistook my request to confirm this could be returned to shipper free astray as direction to actually return it free astray.....Freight is currently in Colorado....I've reached out to them and asked them to get it back to the correct destination with haste.

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: Lisa Petros <lisa.petros@jlahome.com>

Sent: Monday, January 20, 2025 10:28 AM

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

Cc: Judy Tagud <Judy.Tagud@cspjla.com>; CS Traffic <cstraffic@olliix.com>

Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Any update on this?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, January 17, 2025 10:00 AM

To: Lisa Petros <lisa.petros@jlahome.com>; JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>

Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Reaching out to them.

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: Lisa Petros <lisa.petros@jlahome.com>
Sent: Friday, January 17, 2025 11:45 AM
To: JLA Home <JLAHome@chrobinson.com>; Melissa Brown <melissa.brown@jlahome.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>; Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian –

The customer wants this order delivered. Can you please make that happen?

I am also going to be opening a claim for the freight on this order because this was an error on the carrier, not us. They even gave us a bad POD!

Lisa Petros
Customer Service Director
E&E Co., Ltd dba JLAHome.
925-583-9301

From: 'JLA Home' via cstraffic@olliix.com
Sent: Tuesday, January 14, 2025 10:20 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@csphjla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Hi Melissa,

Let me see what I can do.

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: Tuesday, January 14, 2025 12:11 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@ollix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIX Order 20828346/PO EQPPCDYG4T

Kylee,

This order was shipped on 12/12/24. As of 12/23 we kept being told the order had delivered, yet no valid POD had been provided. The carrier did not contact the customer to set a delivery appointment until 1/3/25, almost a month after picking the order up. After over a week of being told the order had been delivered but having no product the customer got upset and only wanted to cancel the order at that point. The main reason the order needs to be returned now is because of the carrier providing misinformation and trying to deliver the order so late.

Can the carrier return the shipment free astray, or, at the very least, return the order for a lower rate than \$1101.00?

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

On Mon, Jan 13, 2025 at 1:45 PM JLA Home <JLAHome@chrobinson.com> wrote:

Hello,

XPO is now stating they are trying to schedule but customer is now advising it arrived too late. They advised return quote: \$1101

Can you please advise how you'd like us to have XPO proceed!

Thank you!

PO 20828346

CHR 498396436

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, January 9, 2025 8:17 AM
To: Melissa Brown <melissa.brown@jlahome.com>; JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

requesting

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: Wednesday, January 8, 2025 5:06 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: Judy Tagud <Judy.Tagud@cspjhla.com>; CS Traffic <cstraffic@olliix.com>
Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

Brian,

Can you ask the carrier for an actual POD for this shipment please? The attached does not have the delivery address. The customer never received this shipment. If the carrier can provide the GPS coordinates that would be ideal.

Thank you

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

Melissa.brown@jlahome.com

On Mon, Dec 30, 2024 at 9:09 AM 'JLA Home' via cstraffic <cstraffic@olliix.com> wrote:

Hi! Please see attached POD w/ weight tickets

Let me know!

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



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: Judy Tagud <Judy.Tagud@cspjla.com>
Sent: Monday, December 30, 2024 10:43 AM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

[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. ...

Hello Team,

The customer claimed they never received this order.

Can you please provide the POD? I have sent them the POD from the website, but she said the signature is not hers.

Pro#:481682994

Thank you,

Judy

Olliix Customer Service

1.855.842.4358

cs@olliix.com

From: noreply@jlahome.com <noreply@jlahome.com>

Sent: Friday, December 6, 2024 3:12 AM

To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>

Subject: ORDER RELEASE-SD3-OLLIIX Order 20828346/PO EQPPCDYG4T

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: 12/6/24

Shipping with: XPO LOGISTICS

Carrier Order No.: 1665275562

BOL#: 498396436

BOL File Link: https://ssr-edcpag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1538796597.pdf

Shipping Instruction:

Thank you,

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)
