



Melissa Brown <melissa.brown@jlahome.com>

RE: Disposition Needed Pro 66766738

7 messages

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

Fri, Jul 18, 2025 at 10:00 AM

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

To: LTLKC1 <LTLKC1@chrobinson.com>, JLA Home <JLAHome@chrobinson.com>, "KARISMA.WALTER@mmeinc.com" <KARISMA.WALTER@mmeinc.com>, CS Traffic <cstraffic@olliix.com>

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

@CS Traffic

Please provide disposition and freight value for the attached.

CHR 521384163

CS0000097399

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

After Hours:

Coverage Schedule (CST/CDT)

Weekdays: 4:00pm-8am

Weekends: 24 Hours

Contact: 24HRBS-483@chrobinson.com

Phone: 866-286-2022



From: LTLKC1 <LTLKC1@chrobinson.com>
Sent: Friday, July 18, 2025 11:34 AM
To: JLA Home <JLAHome@chrobinson.com>; KARISMA.WALTER@mmeinc.com
Subject: FW: Disposition Needed Pro 66766738

Jla home team,

Please advise and assist the below.

Order 1693363077

Load 521384163

CS0000097399

Thank you!

KIERSTEN WRIGHT
Operations Coordinator, Centralized Operations

O: 866.400.9216

Kiersten.Wright@chrobinson.com
www.chrobinson.com

901 Carondelet Dr | Kansas City, Missouri 64114 United States



From: Karisma Walter <KARISMA.WALTER@mmeinc.com>
Sent: Friday, July 18, 2025 11:07 AM
To: LTLKC1 <LTLKC1@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>
Subject: Disposition Needed Pro 66766738

[EXTERNAL EMAIL] CAUTION: This email originated from outside of the organization. Do not click links or open

attachments unless you recognize the sender and know the content is safe. ...

Good Morning,

We are in need of disposition for the above shipment. The freight was refused by the consignee due to damage, I have attached the BOL and pictures of the freight. Please let me know if you need anything else.

Thanks.

Karisma Walter | Customer Service Representative | Midwest Motor Express, Inc.

5827 Green Valley Ct. Oshkosh, WI. | 920-966-9103



This email and any attachment(s) are intended solely for the person or entity to which it is addressed and may contain confidential and/or privileged information of AAA Cooper Transportation, Midwest Motor Express, and DHE Transportation. Unless expressly agreed to the contrary, no representation is made by this email and must only be used for the purpose it was supplied. Unintended recipients must not create or resend copies of this email nor use its contents for any purpose.

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. (PPS)

3 attachments



IMG_3663.jpeg
2904K



IMG_3662.jpeg
3063K



Melissa Brown <melissa.brown@jlahome.com>

Fri, Jul 18, 2025 at 11:30 AM

To: JLA Home <JLAHome@chrobinson.com>, "KARISMA.WALTER@mmeinc.com" <karisma.walter@mmeinc.com>

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

Hi Karisma,

Can you send a picture of damage to the product inside the box and also a copy of the delivery receipt showing this was refused for damage please?

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

'Karisma Walter' via cstraffic <cstraffic@olliix.com>

Fri, Jul 18, 2025 at 11:46 AM

Reply-To: Karisma Walter <KARISMA.WALTER@mmeinc.com>

To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>, CS Traffic <cstraffic@olliix.com>

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

Hello,

Here are the pictures of the chair. We do not have a signed delivery receipt as the freight was not accepted, but I have attached the copy that we have.

Thanks.

Karisma Walter | Customer Service Representative | Midwest Motor Express, Inc.

[5827 Green Valley Ct. Oshkosh, WI.](#) | 920-966-9103



From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, July 18, 2025 12:00 PM

To: LTLKC1 <LTLKC1@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Karisma Walter <KARISMA.WALTER@mmeinc.com>; CS Traffic <cstraffic@olliix.com>

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

Subject: RE: Disposition Needed Pro 66766738

[External Email] This email originated from outside the organization. Review the sender's email address and mouse over links before clicking or responding. Validate any requests or attachments before proceeding. If in doubt, contact Technical Support.

[Quoted text hidden]

[Quoted text hidden]

3 attachments



IMG_3669.jpeg
3269K



thumbnail_IMG_3670.jpg
655K



IMG_3668.jpeg
3675K

'Karisma Walter' via cstraffic <cstraffic@olliix.com>

Tue, Jul 22, 2025 at 7:30 AM

Reply-To: Karisma Walter <KARISMA.WALTER@mmeinc.com>

To: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>, CS Traffic <cstraffic@olliix.com>

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

Good Morning,

Please advise disposition of the refused freight.

Thanks.

Karisma Walter | Customer Service Representative | Midwest Motor Express, Inc.
5827 Green Valley Ct. Oshkosh, WI. | 920-966-9103



From: JLA Home <JLAHome@chrobinson.com>
Sent: Friday, July 18, 2025 12:00 PM
To: LTLKC1 <LTLKC1@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>; Karisma Walter <KARISMA.WALTER@mmeinc.com>; CS Traffic <cstraffic@olliix.com>
Cc: Lisa Petros <lisa.petros@jlahome.com>
Subject: RE: Disposition Needed Pro 66766738

[External Email] This email originated from outside the organization. Review the sender's email address and mouse over links before clicking or responding. Validate any requests or attachments before proceeding. If in doubt, contact Technical Support.

@CS Traffic

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com> Tue, Jul 22, 2025 at 8:17 AM
To: Karisma Walter <KARISMA.WALTER@mmeinc.com>
Cc: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>, CS Traffic <cstraffic@olliix.com>, Lisa Petros <lisa.petros@jlahome.com>

Hi Karisma,

You can either discard the item or salvage it for the claims process.

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

Karisma Walter <KARISMA.WALTER@mmeinc.com> Tue, Jul 22, 2025 at 8:24 AM
To: Melissa Brown <melissa.brown@jlahome.com>

Cc: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>, CS Traffic <cstraffic@olliix.com>, Lisa Petros <lisa.petros@jlahome.com>

Hello,

Okay, thank you. Please advise the value of the freight.

Thanks.

Karisma Walter | Customer Service Representative | Midwest Motor Express, Inc.
5827 Green Valley Ct. Oshkosh, WI. | 920-966-9103



From: Melissa Brown <melissa.brown@jlahome.com>
Sent: Tuesday, July 22, 2025 10:17 AM
To: Karisma Walter <KARISMA.WALTER@mmeinc.com>
Cc: JLA Home <JLAHome@chrobinson.com>; LTLKC1 <LTLKC1@chrobinson.com>; CS Traffic <cstraffic@olliix.com>; Lisa Petros <lisa.petros@jlahome.com>
Subject: Re: Disposition Needed Pro 66766738

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com> Tue, Jul 22, 2025 at 8:55 AM
To: Karisma Walter <KARISMA.WALTER@mmeinc.com>
Cc: JLA Home <JLAHome@chrobinson.com>, LTLKC1 <LTLKC1@chrobinson.com>, CS Traffic <cstraffic@olliix.com>, Lisa Petros <lisa.petros@jlahome.com>

Here you go -

MP100-0575, Item cost =	\$275.63
freight =	\$381.98
Total claim amount =	657.61

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]