



Melissa Brown <melissa.brown@jlahome.com>

FW: 7144183211 Partial Refusal

5 messages

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

Thu, Aug 14, 2025 at 6:56 AM

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

To: CS Traffic <cstraffic@ollix.com>

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

Good morning @CS Traffic

Please advise disposition and freight value.

CHR 524159904

20873644

Thank you!

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: Ryelle Conley-Dankert <ryelle.conley-dankert@fedex.com>
Sent: Thursday, August 14, 2025 8:54 AM
To: LTLKC1 <LTLKC1@chrobinson.com>; JLA Home <JLAHome@chrobinson.com>
Subject: 7144183211 Partial Refusal

[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,

This is Ryelle with FedEx Freight and I am contacting you regarding pro 7144183211 as your customer refused 1 carton due to damage. I have attached the BOL and photos for your review – please assist in providing an accurate value, description, and disposition. Please be advised that we tried to reach the shipper yesterday and did not receive a response and the freight will be placed on hand tomorrow if disposition is not received.

Thanks,

Ryelle

Ryelle Conley-Dankert | Sr. Analyst – OS&D | FedEx Freight | Mobile: 810.382.9055 | [4025 S. Dye Rd. Swartz Creek, MI 48473](#) | [FedEx.com](#)

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4 attachments




Screenshot 2025-08-14 095254.png
212K



Screenshot 2025-08-14 095303.png
149K



Screenshot 2025-08-14 095312.png
106K

 **BL 7144183211.pdf**
46K

Melissa Brown <melissa.brown@jlahome.com>

Thu, Aug 14, 2025 at 7:23 AM

To: JLA Home <JLAHome@chrobinson.com>

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

Good morning,

Working on this. Can you request close up pictures of damage to the item please?

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, Aug 14, 2025 at 7:33 AM

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

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

requesting

[Quoted text hidden]

JLA Home <JLAHome@chrobinson.com>

Thu, Aug 14, 2025 at 8:46 AM


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

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


More pics attached.


[Quoted text hidden]

5 attachments

 **SHIPP 7144183211 (4).pdf**
17K

 **SHIPP 7144183211 (3).pdf**
19K

 **SHIPP 7144183211 (2).pdf**
18K

 **SHIPP 7144183211 (1).pdf**
17K

 **SHIPP 7144183211.pdf**
18K

Melissa Brown <melissa.brown@jlahome.com>

Thu, Aug 14, 2025 at 10:21 AM

To: JLA Home <JLAHome@chrobinson.com>

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

Thank you for sending the additional pictures. The carrier can dispose of the item or salvage it as part of the claim process. The value is listed below, original invoice attached.

Item CH133-1000, cost =	844.37
Item freight =	560.05
Total claim amount =	1404.42

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

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 **20873644 CUSTOMER INV..pdf**
120K