



Melissa Brown <melissa.brown@jlahome.com>

ORDER RELEASE-SD3-OLLIIX Order 20871322/PO 071125

24 messages

no_reply@jlahome.com <no_reply@jlahome.com>

Fri, Jul 11, 2025 at 4:57 PM

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: 7/16/25

Shipping with: ARCBEST SOLUTIONS

Carrier Order No.: 1693580771

BOL#: 521566207

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1630084101.pdf

Shipping Instruction: Contact: Belle Patri 410-401-4115 receiving hours monday-friday 11am-3pm must call when you have arrived

Thank you,

Arianne Marundan <Arianne.Marundan@csphjla.com>

Fri, Aug 1, 2025 at 3:27 PM

To: JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@olliix.com>

Team,

Could we conduct a dock search for the missing items?

The dealer/customer reached out to let us know that two of the items from the order were not received. I appreciate your assistance with this!

Order number: 20871322 / PO 071125

Shipment Number: 521541858

Carrier: ABF Freight System Inc

PRO number: 087707129

CHR Tracking Number: YKZ4BYHPTRZEYDH

Missing Item: 1 qty of MPS137-0117

Dimension: 73.50 x 22.50 x 31.63

Weight: 174 lbs.

Missing Item: 3 qty of MP103-1245

Dimension: 30.00 x 29.50 x 31.00

Weight: 53 lbs.

CX MESSAGE:

"We received our order from Olliix via ABF, and we got in the 14 boxes that the packing slip said but we actually ordered 17 boxes. I'm missing three of the swivel chairs and one dresser. Those swivel chairs are for a customer so I definitely need them."

Sincerely,

Arianne
Olliix Customer Service
1.855.842.4358
cs@ollifix.com

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

Sent: Saturday, July 12, 2025 7:57 AM

To: cstraffic@ollifix.com <cstraffic@ollifix.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 20871322/PO 071125

[Quoted text hidden]

'JLA Home' via cstraffic@ollifix.com

Mon, Aug 4, 2025 at 5:01 AM

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

To: Arianne Marundan <Arianne.Marundan@csphjla.com>, JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@ollifix.com>

Yes I'll get to work on this!

KYLEE HOLMES

Senior 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

For after-hours service, please email 24HRBS-483@chrobinson.com or you can reach a representative by phone at 1-866-286-2022.



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

From: Arianne Marundan <Arianne.Marundan@csphjla.com>
Sent: Friday, August 1, 2025 5:27 PM
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>
Subject: Fw: ORDER RELEASE-SD3-OLLIIX Order 20871322/PO 071125

[EXTERNAL EMAIL] CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. ...

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'JLA Home' via **cstraffic** <cstraffic@olliix.com>
Reply-To: JLA Home <JLAHome@chrobinson.com>
To: JLA Home <JLAHome@chrobinson.com>, Arianne Marundan <Arianne.Marundan@csphjla.com>
Cc: CS Traffic <cstraffic@olliix.com>

Mon, Aug 4, 2025 at 7:20 AM

ABF confirmed they are searching for short items. Let you know what we hear.

Thank you,

KYLEE HOLMES

Senior 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

For after-hours service, please email 24HRBS-483@chrobinson.com or you can reach a representative by phone at 1-866-286-2022.



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE™

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Arianne Marundan <Arianne.Marundan@csphjla.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@olliix.com>

Wed, Aug 6, 2025 at 7:49 AM

Team,

Following up on this one. Thank you so much!

Sincerely,

Arianne
Olliix Customer Service
1.855.842.4358
cs@olliix.com

From: JLA Home <JLAHome@chrobinson.com>

Sent: Monday, August 4, 2025 10:20 PM

To: JLA Home <JLAHome@chrobinson.com>; Arianne Marundan <Arianne.Marundan@csphjla.com>

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[Quoted text hidden]

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

Wed, Aug 6, 2025 at 7:59 AM

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

To: Arianne Marundan <Arianne.Marundan@csphjla.com>, JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@olliix.com>

Hi Arianne,

I've sent off a request for update- report back!

[Quoted text hidden]

Arianne Marundan <Arianne.Marundan@csphjla.com>

Thu, Aug 7, 2025 at 10:14 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@olliix.com>

Team,

Circling back on this. Really appreciate it!

Sincerely,

Arianne
Olliix Customer Service

1.855.842.4358

cs@ollix.com

From: JLA Home <JLAHome@chrobinson.com>

Sent: Wednesday, August 6, 2025 10:59 PM

[Quoted text hidden]

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

Thu, Aug 7, 2025 at 11:17 AM

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

To: Arianne Marundan <Arianne.Marundan@csphjla.com>, JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@ollix.com>

Hi Arianne,

I just sent a follow up- I know I'm requesting from correct team as they had previously confirmed searching on dock.

[Quoted text hidden]

Arianne Marundan <Arianne.Marundan@csphjla.com>

Thu, Aug 7, 2025 at 12:46 PM

To: JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@ollix.com>

Hello,

Thank you.

Sincerely,

Arianne
Ollix Customer Service
1.855.842.4358
cs@ollix.com

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, August 8, 2025 2:17 AM

[Quoted text hidden]

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

Fri, Aug 8, 2025 at 6:15 AM

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

To: Arianne Marundan <Arianne.Marundan@csphjla.com>, JLA Home <JLAHome@chrobinson.com>

Cc: CS Traffic <cstraffic@ollix.com>

As of now they are saying no update on locating freight, but will continue to look again.

Sorry for the inconvenience.

[Quoted text hidden]

Arianne Marundan <Arianne.Marundan@cspjhla.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollnix.com>

Fri, Aug 8, 2025 at 7:31 AM

Team,

Good Morning. I checked the POD for this order and it shows that "Remarks: 4 boxes damaged subject to inspection".

"4 CTN CONCEALED DAMAGE". Please see attached last part of the POD 6/6. Please advise. Thank you.

Just to clarify are this "damaged" item the same as the missing items?

Missing Item: 1 qty of MPS137-0117

Missing Item: 3 qty of MP103-1245

Sincerely,

Arianne
Ollnix Customer Service
1.855.842.4358
cs@ollnix.com

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, August 8, 2025 9:15 PM

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[Quoted text hidden]



e34fc03d-ea05-4aed-b333-dee3eb53f2a1.jfif
277K

'JLA Home' via cstraffic <cstraffic@ollnix.com>
Reply-To: JLA Home <JLAHome@chrobinson.com>
To: Arianne Marundan <Arianne.Marundan@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollnix.com>

Fri, Aug 8, 2025 at 7:45 AM

Yes I can check on that!

[Quoted text hidden]

Arianne Marundan <Arianne.Marundan@csphjla.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollix.com>

Fri, Aug 8, 2025 at 7:45 AM

Hello,

Thank you so much.

Sincerely,

Arianne
Ollix Customer Service
1.855.842.4358
cs@ollix.com

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, August 8, 2025 10:45 PM

[Quoted text hidden]

[Quoted text hidden]

Arianne Marundan <Arianne.Marundan@csphjla.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollix.com>

Tue, Aug 12, 2025 at 2:03 PM

Hi Team,

Following up on this.

Are the "damaged" items listed the same as the missing items?

Thank you.

Sincerely,

Arianne
Ollix Customer Service
1.855.842.4358
cs@ollix.com

From: JLA Home <JLAHome@chrobinson.com>

Sent: Friday, August 8, 2025 10:45 PM

[Quoted text hidden]

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

Fri, Aug 15, 2025 at 7:36 AM

Reply-To: JLA Home <JLAHome@chrobinson.com>
To: Arianne Marundan <Arianne.Marundan@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>
Cc: CS Traffic <cstraffic@ollix.com>

No response from carrier. Following up.

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



[Quoted text hidden]

'JLA Home' via **cstraffic** <cstraffic@ollix.com> Fri, Aug 15, 2025 at 8:36 AM
Reply-To: JLA Home <JLAHome@chrobinson.com>
To: JLA Home <JLAHome@chrobinson.com>, Arianne Marundan <Arianne.Marundan@cspjhla.com>
Cc: CS Traffic <cstraffic@ollix.com>

Yes, it's the same.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630
brian.butler@freightquote.com

After Hours:

Coverage Schedule (CST/CDT)

Weekdays: 4:00pm-8am

Weekends: 24 Hours

Contact: 24HRBS-483@chrobinson.com

Phone: 866-286-2022



[Quoted text hidden]

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

Fri, Aug 15, 2025 at 10:50 AM

Brian,

This order delivered short on 7/31. We requested a dock search for the missing items on 8/1. Now, two weeks later, we find out that ABF had the items all along but they were damaged? Why didn't ABF ask for disposition of the damaged freight? Can you request pictures of each damaged item please? Also, please confirm that we will not be charged storage on the damaged freight since we were not aware.

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

Fri, Aug 15, 2025 at 10:57 AM

Hi Melissa,

Totally understand the frustration, and is extremely valid. Let me see if I can get pictures and find out why and how there was such a miss on their end.

KYLEE HOLMES

Senior 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

For after-hours service, please email 24HRBS-483@chrobinson.com or you can reach a representative by phone at 1-866-286-2022.



C.H. ROBINSON
ACCELERATE YOUR ADVANTAGE®

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Melissa Brown <melissa.brown@jlahome.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: Arianne Marundan <Arianne.Marundan@csphjla.com>, CS Traffic <cstraffic@olliix.com>

Fri, Aug 15, 2025 at 11:08 AM

Thanks for your help Kylee!

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>
To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>
Cc: Arianne Marundan <Arianne.Marundan@csphjla.com>, CS Traffic <cstraffic@olliix.com>

Fri, Aug 15, 2025 at 11:11 AM

Of course – I don't think the carrier has the freight honestly.

But I do wonder if that's where there's a disconnect?

Customer has 4 damaged pieces, and there are 4 pieces missing?

[Quoted text hidden]

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

Fri, Aug 15, 2025 at 12:04 PM

The customer does not have the damaged/missing pieces.

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

Tue, Sep 2, 2025 at 8:54 AM

Carrier reached back out and has this damaged freight...

Need freight value and disposition

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

BOLS can be accessed through your Navisphere online login.

[Quoted text hidden]

3 attachments



ZSTD8ZHH20.JPG
2371K



YKJD8ZHH20.JPG
2779K



6DRXFPLH20.JPG
125K

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

Tue, Sep 2, 2025 at 11:11 AM

Brian,

Working on this.

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: Arianne Marundan <Arianne.Marundan@csphjla.com>, CS Traffic <cstraffic@ollix.com>

Tue, Sep 2, 2025 at 12:20 PM

Please see below for the value. The order invoice is attached. The damaged items can be discarded or salvaged for the claims process.

Damaged item	item cost	item freight cost	Total
MPS137-0117	526.84	119.84	646.68
MP103-1245 x 3	661.5	104.86	766.36
		Total claim amount =	1,413.04

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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20871322 customer invoice.pdf
162K