



Melissa Brown <melissa.brown@jlahome.com>

Re: Shipment Status | Olliix order 20899362

10 messages

Arjay Mayo <Arjay.Mayo@cspjhla.com>

Tue, Dec 30, 2025 at 10:08 AM

To: JLA Home <JLAHome@chrobinson.com>, Brian Butler <Brian.Butler@chrobinson.com>

Cc: CS Traffic <cstraffic@olliix.com>, Melissa Brown <melissa.brown@jlahome.com>

Thank you, Brian. Please update us when you can.

Regards,
Arjay
Olliix Customer Service
1.855.842.4358
CS@Olliix.com

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From: JLA Home <JLAHome@chrobinson.com>

Date: Wednesday, December 31, 2025 at 2:05 AM

To: Arjay Mayo <Arjay.Mayo@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>, Brian Butler <Brian.Butler@chrobinson.com>

Subject: RE: Shipment Status | Olliix order 20899362

Hi Arjay,

Per AAA Cooper terminal – this is showing short/missing.

I haven't been able to get their OSD dept on the line- but will reach out via email and update ASAP.

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: Arjay Mayo <Arjay.Mayo@cspjhla.com>

Sent: Tuesday, December 30, 2025 11:25 AM

To: JLA Home <JLAHome@chrobinson.com>; Brian Butler <Brian.Butler@chrobinson.com>

Subject: Re: Shipment Status | Olliix order 20899362

Hello Brian,

Do we have an update on this? Thank you!

Regards,
Arjay
Olliix Customer Service
1.855.842.4358
CS@Olliix.com

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From: JLA Home <JLAHome@chrobinson.com>
Date: Thursday, December 18, 2025 at 10:15 PM
To: Arjay Mayo <Arjay.Mayo@cspjhla.com>, JLA Home <JLAHome@chrobinson.com>, Brian Butler <Brian.Butler@chrobinson.com>
Subject: RE: Shipment Status | Olliix order 20899362

Reaching out to AAA

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. Don't know your login, ask me how to access it!

From: Arjay Mayo <Arjay.Mayo@cspjhla.com>
Sent: Wednesday, December 17, 2025 5:26 PM
To: JLA Home <JLAHome@chrobinson.com>; Brian Butler <Brian.Butler@chrobinson.com>
Subject: Shipment Status | Olliix order 20899362

[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,

Could you help check with the carrier this Olliix order 20899362, please? This hasn't moved since 12/11.
Thank you!

PRO #: 70607293 - AAA Cooper

Regards,
Arjay
Olliix Customer Service
1.855.842.4358
CS@Olliix.com

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

Fri, Jan 2, 2026 at 7:48 AM

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From: JLA Home <JLAHome@chrobinson.com>
Date: Friday, January 2, 2026 at 9:10 PM
To: JLA Home <JLAHome@chrobinson.com>, Arjay Mayo <Arjay.Mayo@cspjhla.com>, Brian Butler <Brian.Butler@chrobinson.com>
Subject: RE: Shipment Status | Olliix order 20899362

Good Morning, please see note from OSD at the terminal, please help with the value and description of freight for them to search at previous terminals!

This pallet never arrived to Orlando. We reported the freight not found when the trailer from GA arrived. Please provide the value for the freight so I can have all the terminals do a dock check.

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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Arjay Mayo <Arjay.Mayo@cspjhla.com>

Fri, Jan 2, 2026 at 3:07 PM

To: Melissa Brown <melissa.brown@jlahome.com>, JLA Home <jlahome@chrobinson.com>, Brian Butler <brian.butler@chrobinson.com>

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

Hello Kylee,

Thank you for looking into this. Please see attached.

Regards,
Arjay
Olliix Customer Service
1.855.842.4358
CS@Olliix.com

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 **20899362.pdf**
264K

JLA Home <JLAHome@chrobinson.com>

Mon, Jan 5, 2026 at 6:41 AM

To: Arjay Mayo <Arjay.Mayo@cspjhla.com>, Melissa Brown <melissa.brown@jlahome.com>, JLA Home <JLAHome@chrobinson.com>, Brian Butler <Brian.Butler@chrobinson.com>

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

Thank you. Forwarded to carrier.

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Tue, Jan 6, 2026 at 10:08 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhla.com>, Brian Butler <Brian.Butler@chrobinson.com>, 'JLA Home' via cstraffic <cstraffic@olliix.com>

Team,

Is this freight still being searched for or are we good to file a lost claim?

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>

Tue, Jan 6, 2026 at 10:19 AM

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

Cc: Arjay Mayo <Arjay.Mayo@cspjhla.com>, Brian Butler <Brian.Butler@chrobinson.com>, 'JLA Home' via cstraffic <cstraffic@ollix.com>

Requested follow up from them

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Tue, Jan 6, 2026 at 2:04 PM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Arjay Mayo <Arjay.Mayo@cspjhla.com>, Brian Butler <Brian.Butler@chrobinson.com>, 'JLA Home' via cstraffic <cstraffic@ollix.com>

Thank you.

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

Arjay Mayo <Arjay.Mayo@cspjhla.com>

Thu, Jan 8, 2026 at 1:31 PM

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

Cc: Brian Butler <Brian.Butler@chrobinson.com>, 'JLA Home' via cstraffic <cstraffic@ollix.com>

Hello Brian,

Good afternoon. Can we please get an update on this? Thank you!

Regards,

Arjay

Ollix Customer Service

1.855.842.4358

CS@Ollix.com

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JLA Home <JLAHome@chrobinson.com>

Thu, Jan 8, 2026 at 1:33 PM

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

Cc: Brian Butler <Brian.Butler@chrobinson.com>, 'JLA Home' via cstraffic <cstraffic@ollix.com>

Hi Arjay,

Nothing has been found at this time.

[Quoted text hidden]

Melissa Brown <melissa.brown@jlahome.com>

Thu, Jan 8, 2026 at 2:07 PM

To: JLA Home <JLAHome@chrobinson.com>, Arjay Mayo <arjay.mayo@csphjla.com>

Cc: Brian Butler <Brian.Butler@chrobinson.com>, 'JLA Home' via cstraffic <cstraffic@ollix.com>

Arjay,

Since this shipped almost one month ago please issue credit to the customer. I will file a lost shipment claim.

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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